ANASAZI CULTURAL PARKS STUDY
Assessment of Visitor Experiences at Three Cultural Parks

Martha E. Lee
and
Douglas Stephens

Technical Report NPS/NAUCPRS/NRTR-95/07

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ANASAZI CULTURAL PARKS STUDY
Assessment of Visitor Experiences at Three Cultural Parks

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ABSTRACT

This report describes a visitor study undertaken at Chaco Culture National Historic Park, Mesa Verde National Park, and Wupatki National Monument during the summer seasons of 1992 and 1993 by the Northern Arizona University School of Forestry. The study was funded by the National Park Service. The purpose of this study is to characterize the experiences sought by visitors to cultural parks which differ in the way visitors can experience each park. The three parks chosen differ with regard to the degree of modern conveniences provided, the number of visitors who visit each year, remoteness, and the character of management, such as whether backcountry access is allowed. Results show that park settings (comprised of the physical, managerial and social aspects of a park) influence the kinds of experiences visitors are able to attain at each park. For example, the visitors at Chaco desire a physical environment where opportunities for solitude are high, a managerial environment where independence and access to ruins are achievable and facilities are few and primitive, and an interpretive approach that is self-guided. For visitors at Mesa Verde a primitive, undeveloped setting is not as important as opportunities to learn and spend time with family. To Mesa Verde visitors the presence of concessionaires and park amenities does not appear to detract from the experience they seek. Wupatki has a visitor population who are interested in a variety of interpretive subjects (natural history and human history) and who find that the scenic, natural setting surrounding the ruins is almost as important as the history being interpreted. To them, an undeveloped setting is important on a visual level. Conclusions are drawn from these results which suggest that a diversity of cultural park experiences can be best maintained from a multi-regional perspective.
INTRODUCTION

A growing interest in prehistoric and historic heritage sites in the United States has drawn an increasing number of visitors to southwestern archaeological sites. The National Park Service protects some of the more spectacular and unusual areas while providing public access and interpretation to a variety of visitors. These National Parks and Monuments differ not only in the character of the sites they hold but in the overall setting that is influenced by modern factors. Some parks are in remote areas while others are in or near urban centers. Different park management styles and policies result in an array of park settings. For example, some parks are day use only; others provide camping facilities, some are highly developed and have concessions facilities while others require strenuous hiking into the backcountry to visit cultural sites. All of these factors influence the way in which visitors can experience the parks and the history that is interpreted there.

Visitors to public lands vary in regard to socioeconomic status, expectations, motivations, sensitivities to crowding, attitudes toward management policies, and use patterns. Although studies have been done which characterize the conditions visitors identify as important to their experiences in backcountry and wilderness settings, there have been few studies of visitor experiences in the front country or at cultural sites.

This study is designed to better understand what is being sought by visitors to three cultural parks that differ in the way visitors can experience each site. It is the first instance of research at front country cultural sites to determine visitor expectations. Visitors who participated in this study have identified aspects of the overall park settings, which are composed of the managerial, physical and social aspects of a park, that were important to the realization of their desired experiences. Conducted on a multi-park and multi-regional level, this research stands as a model for multi-regional research as well. The results presented in this report will provide guidance on establishing a spectrum of visitor opportunities throughout several regions.

Project results are presented here in three sections. After this introduction, the project objectives and methods are described. This section is followed by an analysis of results where each park is treated separately. An analysis and discussion of the results in a comparison among all three parks is provided in the section following the individual parks analysis where recommendations for an experience-based approach to cultural park management is considered. Appendices are provided at the end of the report which contain copies of the questionnaires used and transcribed responses from the open-ended questions asked in this study.

THEORETICAL BACKGROUND

An experience-based approach to recreation has been a central focus of recreation management since the 1970s, when recreation researchers and managers began to shift from a focus of recreation activities as a product of resource management to a behavioral or experience-based approach to outdoor recreation. The provision of experiences is conceptualized as being linked to activities, social groups and characteristics of a physical setting (Brown et al. 1978; Clark and Stankey 1979). Numerous studies have been conducted to identify valued recreation experiences among a variety of recreation user types in a variety of settings (e.g., Brown et al. 1977; Hautalouma and Brown 1979; Knopf et al. 1973; Driver and Cooksey 1977; Schreyer and Roggenbuck 1978; Graefe et al. 1984; Knopf and Lime 1984; and Ballman et al. 1981).

The role of resource managers in the experience-based approach is to provide opportunities for people who recreate to realize desired experiences, while protecting the integrity of the resource. They can do this by managing the setting in which recreation activities occur, including providing information about those settings. Consequently, managers need information on users, their activity patterns, and the setting conditions or indicators which visitors see as important to the quality of their recreation experiences.

In backcountry recreation settings, important indicators include things like the number of encounters with other groups, types of other groups, distance to water, scenic beauty, and the degree of environmental disturbance at campsites (Foster and
Jackson 1979; Brunson 1989; Lucas 1990; Lime 1971; Clark and Stankey 1986). Examples of conditions preferred by visitors to developed area campsites include amount of shade, campsite spacing, distance to drinking water, and amount of screening between sites (Knudson and Curry 1981; Cordell and James 1972; Cordell and Sykes 1969; Shafer and Burke 1965).

Less is known about the conditions at cultural sites. One would expect that important attributes would pertain to archaeological features of the park and with interpretation of those features. For example, in a study of visitors to Gettysburg National Military Park (Knopf and Banes 1980), researchers sought to identify attributes of the park experience which most contributed to levels of satisfaction with park management and visitor increases in awareness of Gettysburg history. They found that experience attributes strongly linked to rating of park experience quality were the provision of opportunities for action, sensing American heritage, and experiencing authenticity. The performance of the park staff while interacting with visitors was found to most strongly impact visitor perceptions of the quality of park management.

Researchers have suggested for many years that there are differences in people's recreation tastes, including their preferences for recreation experiences (King 1966; Burch 1966; Shafer 1969; Brown 1981, 1983) and that quality in outdoor recreation is based on providing a diversity of opportunities (Wagar 1966). It is unlikely that a single national park unit could provide the entire array of experience opportunities preferred by visitors, nor should they. A more viable approach is to adopt a regional perspective to providing recreation opportunities that may include multiple units within a land management agency or cooperation among several agencies (Hospodarsky 1988; Gunn 1979). Therefore, the three parks in this study should be viewed as a regional resource providing a variety of visitor opportunities rather than independent park units.
OBJECTIVES

The purpose of this study is to characterize the experiences sought by visitors to three cultural parks on the Colorado Plateau. Visitors were surveyed at three National Parks that, by virtue of their varying levels of development, provide different types of experiences. Specific study objectives included:

1. Describe the socio-demographic characteristics of visitors to three cultural parks.

2. Describe the on-site use patterns of visitors at all three parks.

3. Identify the attributes or experience components visitors to cultural parks perceive are important to the quality of their park experience. These will include factors such as the physical characteristics of the site, the kind and extent of interpretation provided, educational opportunities, the overall setting, historical significance, interactions with other visitors and with park staff, and concessioner-provided services and amenities.

4. Determine if the experience attributes perceived as important to visitors differ among the three cultural parks, and if so, identify the experience attributes that most contribute to those differences.

5. Identify any aspects of their visit that did not meet visitor expectations or that visitors found detracting from the quality of the visitor experience, and determine the significance of these detracting factors.

6. Demonstrate how information on visitor characteristics and the experience attributes preferred by cultural park visitors can be useful to National Park managers in providing a diversity of cultural park experience opportunities on a regional basis.

STUDY AREAS AND SURVEY METHODS

In order to accomplish the six objectives, data were gathered at three cultural parks: Chaco Cultural National Historic Park, Mesa Verde National Park, and Wupatki National Monument. These three parks represent a range of Park Service development and services. At Mesa Verde, amenities are numerous including several restaurants, gift shops and a motel inside the park boundary. Access roads are paved as are many of the trails, and backcountry access is prohibited. Wupatki does not have a campground or concessioner-operated facilities, but there are some paved trails, and backcountry travel is limited. Access to Wupatki is gained along a paved road that begins at U.S. Highway 89. This highway is a popular route for tourists visiting the Grand Canyon, and the proximity of Wupatki to this route accounts for many of the people who visit. Chaco is more primitive than Mesa Verde or Wupatki with access gained over a 23 mile dirt road to a park with few facilities and improvements. There are no paved trails at Chaco, a primitive campground is provided, and some backcountry access is allowed. Visitor numbers are also much higher at Mesa Verde than they are at Chaco or Wupatki with a total of 742,080 visitors at Mesa Verde in 1992 as compared to 273,678 for Wupatki and 68,300 visitors at Chaco.

DATA COLLECTION AND SURVEY DESIGN

Data were gathered using a two-stage visitor survey conducted during the summer use seasons of 1992 and 1993. Stage one involved interviewing a sample of visitors on-site at each of the three parks to develop a list of park experience attributes. Interviews were conducted face-to-face by a trained interviewer using an open-ended questionnaire format. Visitors were asked to participate in the study on a quasi-random basis at various locations inside each park. Interviews were performed throughout the summer with monthly interview frequencies that reflected the visitation curves at each park. In all, 600 interviews (200/park) were conducted.

Experience attributes and other information gathered from stage one results were used to design the stage two questionnaire. In stage two, visitors were asked to specify the extent to which each attribute contributed or detracted from their experience at the park. In addition, the survey instrument included questions designed to gather
data on visitor characteristics and visitor behavior at each park. The stage two questionnaire was administered with a combination on-site interview and mail-back format. Visitors were contacted on-site (in the same random manner used for stage one) and asked to participate in the study. Those willing to participate were given a postage-paid questionnaire to be filled out at the completion of their visit and mailed back to Northern Arizona University (NAU). A total of 1,500 questionnaires were distributed (500 at each park), and the survey response rate averaged 87% (70% response rate was needed to attain a representative sample).

Both survey instruments were developed in consultation with Park Service staff at each of the three parks involved. Questions and survey methods were approved by the Office of Management and Budget as required by the Park Service and the NAU Institutional Review Board as required by the University.

**Data Analysis**

Descriptive statistics were used to develop visitor profiles for the three parks as well as multi-attribute evaluation procedures (Edwards and Newman 1982) and inferential and multi-variate statistics to identify the most salient experience attributes and make comparisons among the three cultural parks.

As questionnaires were received, they were coded and entered into a computer database. Frequency distributions, cross tabulations and other statistics were tabulated using SYSTAT statistical software for personal computers (SYSTAT Inc. 1992). Responses for open-ended format questions were transcribed, and in most cases, similar answers were grouped into categories. Splitting up complete responses in this way was necessary to extract frequencies and meaning from open-ended format questions. The complete, transcribed responses for these questions can be found in the appendices to this report.

**Survey Limitations**

Mail-back surveys rely on respondents to answer in ways that fully reflect their behavior. However, many may provide information that may be biased in multiple ways. With sample sizes of this magnitude, it is impossible for researchers to couple observations and other modes of testing to define or offset respondent bias. Therefore, there are limitations that should be taken into consideration when interpreting these results.

In the course of distributing surveys, an attempt was made to assess sources of bias created by language barriers. In this case the interviewer kept a tally of rejections and divided them into two classes, one class for refusals due to language barriers and another class for other refusals. A comparison of these data show that Wupatki data may be slightly skewed in favor of English-speaking visitors since 13% of the visitors approached refused to participate because of a language barrier. Data from Chaco and Mesa Verde are less affected by this bias because they had considerably fewer foreign visitors than Wupatki. An inadvertent source of bias occurred when public concerns over an outbreak of the Hantavirus in the Four Corners region prompted a decline in tourism in the area surrounding Chaco and Mesa Verde. The average number of visitors at Chaco during June 1993 was 45% lower than for the same time in 1992. Fortunately, more than 50% of the questionnaires had been distributed at Chaco before the visitor decline occurred, and any bias imposed by this circumstance was minimal.

Because respondents occasionally did not answer all questions in the questionnaire or gave incoherent answers, the sample sizes presented on tables and figures are variable. There may also be undetectable errors present in the data due to respondent misunderstandings of instructions. For example, visitors were asked to list the cultural areas they visited during their vacation at the time. It is possible that some respondents might have misunderstood and listed cultural areas that they had visited during their life time.

Patterns and conclusions are a reflection of visitors during the summer season of 1993. All three of these parks have fall and winter season visitors that may be quite different than the summer season visitors. In order to describe visitor characteristics throughout the year, a survey of fall and winter visitors would be needed to expand the usefulness of these results.
Results should not be considered a representation of visitors to cultural parks in general. Had this been the intended purpose of this study, a representative sample would have been drawn that reflected the relative visitor populations at each park rather than an even sample across the board. The sampling strategy was designed to assess each park with the intention of comparing them. Because of their differing visitor populations, general conclusions drawn from the entire sample would probably leave Mesa Verde visitors under-represented and Chaco over-represented.

Visitors who did not return their questionnaires or those who refused to participate are not represented in this sample. Although the response rate was quite high (87%), it is impossible to know how the absence of non-respondents may be biasing the sample.
INDIVIDUAL PARK RESULTS

Results from each park are presented here on a park by park basis. At each park visitors were asked questions which provide information on socio-demographics, trip patterns both within and outside the park, their level of knowledge and degree of interest in the history presented at each park, and visitor motivations for visiting the park. Participants in this study were also asked to rate the importance of park attributes such as interpretive materials and facilities as well services and facilities that are or could be provided at each park. The questionnaires also contained questions addressing specific concerns that managers considered important and for which visitor input was requested.

The following sections provide a textual summary of some of the results as analyzed in a park-specific context. Tabulated results are furnished in graphs and tables within each section.

CHACO CULTURE NATIONAL HISTORIC PARK RESULTS

All of the findings from the research carried out at Chaco are presented in this section. Results are arranged according to categories outlined in the list of project objectives. The comparison of these results to the other two parks in this study is presented in a separate section.

VISITOR CHARACTERISTICS

Visitors at Chaco were generally well educated (Table 1). Ninety-three percent (93%) have had some college with many (38%) having completed a masters, doctorate or professional degree. Most were employed full-time, 13% were students, and there were relatively few retired visitors at Chaco (Table 2). The mean age of respondents was 45 (Table 3).

A large percentage of the respondents were married and had children (Table 4), but most did not travel to Chaco with their children (Table 5). More than 61% of the travellers were visiting either alone or with other adults between the ages of 20 and 62. Most came to the park with a spouse or with friends (Table 6) and travelled in groups of two (Table 7).

Ninety-four percent (94%) of the visitors who travelled to Chaco during the summer season were Anglos (Table 8). The largest proportion of visitors lived in New Mexico (15%) or neighboring western states (Table 9) and worked in professional positions such as teaching or scientific research (Table 10).

Eight percent (8%) of the respondents were from foreign countries. Of those visitors from other countries, 32% were from Canada and an additional 32% were from Germany. The fact that Chaco is not as well known as Mesa Verde National Park and is not as geographically conducive to expedient side trips as Wupatki National Monument may account for the relatively low percentage of foreign visitors found there.

Table 1

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8th Grade or Less</td>
<td>&lt;1</td>
</tr>
<tr>
<td>9-11th Grade</td>
<td>&lt;1</td>
</tr>
<tr>
<td>12th Grade-H.S. Graduate</td>
<td>4</td>
</tr>
<tr>
<td>13-15 Yrs. Some College, Business, Trade School</td>
<td>20</td>
</tr>
<tr>
<td>16 Yrs. College, University Graduate</td>
<td>24</td>
</tr>
<tr>
<td>17+ Yrs. Some Graduate Work</td>
<td>12</td>
</tr>
<tr>
<td>Masters, Doctorate or Professional Degree</td>
<td>38</td>
</tr>
</tbody>
</table>
### Table 2

**Employment status of respondents at Chaco (n=451)**

<table>
<thead>
<tr>
<th>Employment Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed Full Time</td>
<td>65</td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>10</td>
</tr>
<tr>
<td>Homemaker</td>
<td>5</td>
</tr>
<tr>
<td>Student</td>
<td>14</td>
</tr>
<tr>
<td>Unemployed</td>
<td>5</td>
</tr>
<tr>
<td>Retired but Working Full Time</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Retired but Working Part Time</td>
<td>4</td>
</tr>
<tr>
<td>Retired, Not Working</td>
<td>8</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
</tr>
</tbody>
</table>

### Table 3

**Ages of respondents**

<table>
<thead>
<tr>
<th>Age Ranges in Years of Age</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>80-60 Years Old</td>
<td>12</td>
</tr>
<tr>
<td>59-50 Years Old</td>
<td>20</td>
</tr>
<tr>
<td>49-40 Years Old</td>
<td>31</td>
</tr>
<tr>
<td>39-30 Years Old</td>
<td>24</td>
</tr>
<tr>
<td>29-18 Years Old</td>
<td>13</td>
</tr>
</tbody>
</table>

### Table 4

**Family status of respondents at Chaco (n=447)**

<table>
<thead>
<tr>
<th>Status Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single, No Children</td>
<td>33</td>
</tr>
<tr>
<td>Married, No Children</td>
<td>17</td>
</tr>
<tr>
<td>Married With Children</td>
<td>42</td>
</tr>
<tr>
<td>Single Parent With Children</td>
<td>7</td>
</tr>
</tbody>
</table>
Table 5
Group characteristics (n=454)

| Group Profile                                      | Percent | Cum.%
|----------------------------------------------------|---------|-------
| Respondents Travelling with Preschoolers           | 6       | 6     
| Respondents Travelling with Children (<12 yrs old) | 11      | 14    
| Respondents Travelling with Teenagers              | 8       | 20    
| Respondents Travelling with Anyone Over 62         | 14      | 32    
| Those not with Children or Anyone Over 62          | 60      | 92    
| Respondents Travelling Alone                       | 8       | 100   

¹Cum.% represents a cumulative percent of all respondents who entered amounts in either the corresponding category or one or more of the categories above it.

Table 6
Types of groups visiting Chaco (n=454)

<table>
<thead>
<tr>
<th>Type of Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td>8</td>
</tr>
<tr>
<td>A Couple</td>
<td>37</td>
</tr>
<tr>
<td>Family</td>
<td>20</td>
</tr>
<tr>
<td>Two or More Families or Relatives Together</td>
<td>3</td>
</tr>
<tr>
<td>Family and Friends</td>
<td>6</td>
</tr>
<tr>
<td>Two or More Friends Together</td>
<td>20</td>
</tr>
<tr>
<td>Special Interest Group - Tour Group, School, Etc.</td>
<td>6</td>
</tr>
</tbody>
</table>

Table 7
Group size at Chaco (n=454)

<table>
<thead>
<tr>
<th>Group Size</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td>8</td>
</tr>
<tr>
<td>2 Persons</td>
<td>55</td>
</tr>
<tr>
<td>3 Persons</td>
<td>13</td>
</tr>
<tr>
<td>4 Persons</td>
<td>12</td>
</tr>
<tr>
<td>5 Persons</td>
<td>3</td>
</tr>
<tr>
<td>6-10 Persons</td>
<td>6</td>
</tr>
<tr>
<td>11-20 Persons</td>
<td>2</td>
</tr>
<tr>
<td>21-47 Persons</td>
<td>2</td>
</tr>
</tbody>
</table>
Table 8
Race or ethnic background of respondents (n=454)

<table>
<thead>
<tr>
<th>Race or Ethnic Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, not of Hispanic Origin</td>
<td>94</td>
</tr>
<tr>
<td>Refused to Answer</td>
<td>3</td>
</tr>
<tr>
<td>Hispanic</td>
<td>2</td>
</tr>
<tr>
<td>Asian or Pacific Islanders</td>
<td>&lt;1</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Black, not of Hispanic Origin</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

Table 9
Residency of respondents at Chaco (n=500)

<table>
<thead>
<tr>
<th>State</th>
<th>Percent</th>
<th>State</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Mexico</td>
<td>15</td>
<td>Oklahoma</td>
<td>&lt;1</td>
</tr>
<tr>
<td>California</td>
<td>14</td>
<td>Nebraska</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Colorado</td>
<td>9</td>
<td>Iowa</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Texas</td>
<td>7</td>
<td>Georgia</td>
<td>&lt;1</td>
</tr>
<tr>
<td>New York</td>
<td>4</td>
<td>Connecticut</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Arizona</td>
<td>4</td>
<td>Louisiana</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Oregon</td>
<td>3</td>
<td>New Hampshire</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Washington</td>
<td>3</td>
<td>Minnesota</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Virginia</td>
<td>2</td>
<td>Washington D.C.</td>
<td>&lt;1</td>
</tr>
<tr>
<td>New Jersey</td>
<td>2</td>
<td>Alabama</td>
<td>&lt;1</td>
</tr>
<tr>
<td>North Carolina</td>
<td>2</td>
<td>Alaska</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Illinois</td>
<td>2</td>
<td>West Virginia</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Utah</td>
<td>2</td>
<td>Arkansas</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Florida</td>
<td>2</td>
<td>South Dakota</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>2</td>
<td>North Dakota</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Ohio</td>
<td>2</td>
<td>Nevada</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>2</td>
<td>Nebraska</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Missouri</td>
<td>1</td>
<td>Kentucky</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Maryland</td>
<td>1</td>
<td>Indiana</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tennessee</td>
<td>1</td>
<td>Hawaii</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Michigan</td>
<td>1</td>
<td>Idaho</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>1</td>
<td>Kansas</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Montana</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Canada             | 2       | Switzerland         | <1      |
Germany            | 2       | France              | <1      |
England            | 1       | Australia           | <1      |
Spain              | <1      |                     |         |
Table 10
Occupations Listed by Respondents at Chaco (n=348)

<table>
<thead>
<tr>
<th>Occupation Listed</th>
<th>Percent</th>
<th>Occupation Listed</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teacher</td>
<td>21</td>
<td>Health Care Admin.</td>
<td>1</td>
</tr>
<tr>
<td>Scientist/Researcher</td>
<td>9</td>
<td>Natural Resource Mgmt.</td>
<td>1</td>
</tr>
<tr>
<td>Engineer</td>
<td>8</td>
<td>Waiter</td>
<td>1</td>
</tr>
<tr>
<td>Business Executive</td>
<td>7</td>
<td>Pilot</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Physician</td>
<td>5</td>
<td>Museum Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Technician</td>
<td>5</td>
<td>Social Worker</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Sales</td>
<td>5</td>
<td>Travel Industry</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Artist</td>
<td>4</td>
<td>Bookkeeper</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Nurse</td>
<td>3</td>
<td>Religious Work</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Therapist</td>
<td>3</td>
<td>Librarian</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Retail</td>
<td>3</td>
<td>Driver</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Construction Worker</td>
<td>3</td>
<td>Machinist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Architect</td>
<td>2</td>
<td>Tour Guide</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Small Business Owner</td>
<td>2</td>
<td>Human Resources</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Photographer</td>
<td>1</td>
<td>Plumber</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Banker</td>
<td>1</td>
<td>Historian</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Accountant</td>
<td>1</td>
<td>Firefighter</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Secretary</td>
<td>1</td>
<td>Customer Service</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Counselor</td>
<td>1</td>
<td>Investor</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Director</td>
<td>1</td>
<td>Dentist</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

Travel Patterns Outside Park, Trip Type and Information Sources
Respondents were asked to classify the kind of trip they were on while visiting Chaco and whether it was their first visit. Seventy percent (70%) said they were on a vacation with Chaco as part of a larger travel plan (Table 11). For 80% of the respondents, this was their first trip to Chaco (Table 12). For those who were returning, the number of years since they had last visited was variable (Table 13). Many visitors included other cultural parks and areas such as Taos Pueblo and Mesa Verde National Park on their itinerary during their vacation to Chaco (Table 14). This emphasis on cultural areas seems to imply that many respondents were on vacations that focus on the history and life ways of indigenous people.

Prior to arriving at Chaco many respondents stayed in Farmington, NM or Albuquerque, NM (Table 15). The cities used most frequently for lodging after leaving Chaco were also Farmington and Albuquerque (Table 16). In both cases the most popular types of accommodations used were motels (Table 17). Further analysis of these data show no significant trends other than the fact that few travellers returned to the same city after visiting Chaco.

Respondents were asked if they had received any information about Chaco before they visited. Seventy-seven percent (77%) of the respondents reported having received information prior to their visit. Of those, “word of mouth” was the most popular information source (Table 18).
Table 11
Type of trip respondents were on while visiting Chaco (n=454)

<table>
<thead>
<tr>
<th>Type of Trip</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation to Chaco Canyon</td>
<td>4</td>
</tr>
<tr>
<td>Vacation with Chaco as Part of a Larger Travel Plan</td>
<td>71</td>
</tr>
<tr>
<td>Weekend or Multi-day Trip</td>
<td>8</td>
</tr>
<tr>
<td>Day Outing</td>
<td>9</td>
</tr>
<tr>
<td>Visit for Several Hours or Less Than a Day</td>
<td>6</td>
</tr>
<tr>
<td>Passing Through</td>
<td>2</td>
</tr>
<tr>
<td>Business Trip</td>
<td>1</td>
</tr>
</tbody>
</table>

Table 12
Ratio of first time visitors to repeat visitors (n=454)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Time Visitors</td>
<td>80</td>
</tr>
<tr>
<td>Repeat Visitors</td>
<td>20</td>
</tr>
</tbody>
</table>

Table 13
Number of years since repeat visitors were last at Chaco (n=454)

<table>
<thead>
<tr>
<th>Year of Last Visit</th>
<th>Percent</th>
<th>Year of Last Visit</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>&lt;1</td>
<td>10 years</td>
<td>1</td>
</tr>
<tr>
<td>1 year</td>
<td>4</td>
<td>11 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>2 years</td>
<td>4</td>
<td>12 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>3 years</td>
<td>&lt;1</td>
<td>14 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>4 years</td>
<td>&lt;1</td>
<td>15 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>5 years</td>
<td>&lt;1</td>
<td>16 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>6 years</td>
<td>&lt;1</td>
<td>20 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>7 years</td>
<td>&lt;1</td>
<td>21 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>8 years</td>
<td>&lt;1</td>
<td>24 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>9 years</td>
<td>&lt;1</td>
<td>28 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Cultural Area Visited</td>
<td>Percent</td>
<td>Cultural Area Visited</td>
<td>Percent</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>---------</td>
<td>---------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Mesa Verde National Park</td>
<td>35</td>
<td>Santo Domingo Pueblo</td>
<td>1</td>
</tr>
<tr>
<td>Taos Pueblo</td>
<td>26</td>
<td>Hopi Cultural Center</td>
<td>1</td>
</tr>
<tr>
<td>Canyon de Chelly Natl. Mon.</td>
<td>26</td>
<td>Casa Grande National Mon.</td>
<td>1</td>
</tr>
<tr>
<td>Aztec National Monument</td>
<td>23</td>
<td>Villanueva</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bandelier National Monument</td>
<td>22</td>
<td>El Malpais National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Acoma Pueblo</td>
<td>18</td>
<td>Tonto National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Zuni Pueblo</td>
<td>10</td>
<td>Ute Mountain Tribal Park</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Salmon Ruins</td>
<td>8</td>
<td>Hopi Mesas</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Navajo National Monument</td>
<td>8</td>
<td>Salinas Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Wupatki National Monument</td>
<td>3</td>
<td>Tshipeng</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Hovenweep National Monument</td>
<td>3</td>
<td>Walnut Canyon National Mon.</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Jemez State Monument</td>
<td>3</td>
<td>Zia Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>El Morro National Monument</td>
<td>3</td>
<td>Painted Rock</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Montezuma Castle Natl. Mon.</td>
<td>3</td>
<td>Picuris Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>San Ildefonso Pueblo</td>
<td>3</td>
<td>Petroglyph National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Pecos National Monument</td>
<td>2</td>
<td>Homolovi Ruins</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Puye Cliff Dwellings</td>
<td>2</td>
<td>Chimney Rock Historic Site</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Gila Cliff Dwelling Natl. Mon.</td>
<td>2</td>
<td>Machu Pichu, Peru</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Santa Clara Pueblo</td>
<td>1</td>
<td>Laguna Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tuzigoot National Monument</td>
<td>1</td>
<td>Jicarrilla Apache Reservation</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Nambe Pueblo</td>
<td>1</td>
<td>Mescalero Apache Reservation</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Anasazi Cultural Center</td>
<td>1</td>
<td>Tusayan Ruins</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Table 15
Most popular locations where respondents stayed the night before entering Chaco (n=454)

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farmington, NM</td>
<td>14</td>
</tr>
<tr>
<td>Albuquerque, NM</td>
<td>12</td>
</tr>
<tr>
<td>Grants, NM</td>
<td>7</td>
</tr>
<tr>
<td>Gallup, NM</td>
<td>6</td>
</tr>
<tr>
<td>Santa Fe, NM</td>
<td>6</td>
</tr>
<tr>
<td>Durango, CO</td>
<td>4</td>
</tr>
<tr>
<td>Taos, NM</td>
<td>3</td>
</tr>
<tr>
<td>Cuba, NM</td>
<td>3</td>
</tr>
<tr>
<td>Aztec, NM</td>
<td>3</td>
</tr>
<tr>
<td>Mesa Verde Natl. Park</td>
<td>2</td>
</tr>
<tr>
<td>Blue Water Lake, NM</td>
<td>2</td>
</tr>
<tr>
<td>Bloomfield, NM</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 16
Most popular locations where respondents stayed the night after leaving Chaco (n=454)

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farmington, NM</td>
<td>13</td>
</tr>
<tr>
<td>Albuquerque, NM</td>
<td>10</td>
</tr>
<tr>
<td>Santa Fe, NM</td>
<td>9</td>
</tr>
<tr>
<td>Durango, CO</td>
<td>8</td>
</tr>
<tr>
<td>Gallup, NM</td>
<td>6</td>
</tr>
<tr>
<td>Canyon de Chelly, AZ</td>
<td>3</td>
</tr>
<tr>
<td>Bloomfield, NM</td>
<td>3</td>
</tr>
<tr>
<td>Grants, NM</td>
<td>3</td>
</tr>
<tr>
<td>Mesa Verde Natl. Park</td>
<td>3</td>
</tr>
<tr>
<td>Taos, NM</td>
<td>2</td>
</tr>
<tr>
<td>Cortez, CO</td>
<td>2</td>
</tr>
<tr>
<td>Aztec, NM</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 17
Types of over night sleeping accommodations used before and after visiting Chaco (n=448 for Before, n=444 for After)

<table>
<thead>
<tr>
<th>Type Used Before</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel/Motel</td>
<td>44</td>
</tr>
<tr>
<td>W/Friends, Relatives</td>
<td>15</td>
</tr>
<tr>
<td>Own Residence</td>
<td>10</td>
</tr>
<tr>
<td>Public Campground</td>
<td>7</td>
</tr>
<tr>
<td>Private Campground</td>
<td>13</td>
</tr>
<tr>
<td>Other(^1)</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type Used After</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel/Motel</td>
<td>43</td>
</tr>
<tr>
<td>W/Friends, Relatives</td>
<td>18</td>
</tr>
<tr>
<td>Own Residence</td>
<td>9</td>
</tr>
<tr>
<td>Public Campground</td>
<td>9</td>
</tr>
<tr>
<td>Private Campground</td>
<td>13</td>
</tr>
<tr>
<td>Other(^1)</td>
<td>7</td>
</tr>
</tbody>
</table>

\(^1\)For Other, see Appendix 1.
Table 18
List of sources where visitors received information about Chaco (n=454)

<table>
<thead>
<tr>
<th>Sources of Information</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Word of Mouth</td>
<td>44</td>
</tr>
<tr>
<td>Archaeological or History Organization Publications</td>
<td>19</td>
</tr>
<tr>
<td>State Promotional Agency Publications</td>
<td>17</td>
</tr>
<tr>
<td>Travel Agency Publications</td>
<td>6</td>
</tr>
<tr>
<td>Recreation Group Publications</td>
<td>6</td>
</tr>
<tr>
<td>Non-NPS Newspaper</td>
<td>3</td>
</tr>
<tr>
<td>Radio/TV Advertising</td>
<td>2</td>
</tr>
<tr>
<td>Environmental Group Publication</td>
<td>2</td>
</tr>
<tr>
<td>Received No Prior Information</td>
<td>23</td>
</tr>
<tr>
<td>Other Sources(^1)</td>
<td>38</td>
</tr>
</tbody>
</table>

\(^1\)List of Other Sources

<table>
<thead>
<tr>
<th>Sources</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books on Southwest Natural/Human History</td>
<td>10</td>
</tr>
<tr>
<td>Traveler’s Guide Books</td>
<td>6</td>
</tr>
<tr>
<td>NPS Provided Information Brochures</td>
<td>4</td>
</tr>
<tr>
<td>College Lecture/Courses</td>
<td>4</td>
</tr>
<tr>
<td>PBS, Discovery, Learning Television Programs</td>
<td>4</td>
</tr>
<tr>
<td>Travel Brochures in General</td>
<td>3</td>
</tr>
<tr>
<td>Rangers at Other Parks</td>
<td>2</td>
</tr>
<tr>
<td>Magazine Article</td>
<td>2</td>
</tr>
<tr>
<td>Previous Visit</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Chaco Spirits</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Road Map</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Live in Area</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

LENGTH OF STAY AND TRAVEL PATTERNS WITHIN PARK

The distribution of responses to a question inquiring as to the length of a respondent’s stay in Chaco was dominated by two categories. Most respondents stayed at Chaco for either two to six hours or more than one day (Table 19). The relatively low number of visitors who stayed for an entire day (between 6 and 12 hours) is probably a result of Chaco’s remote location. Unless a visitor was prepared for an overnight stay, the distances to alternative lodging allowed for only a half day visit. In fact, in a question regarding the access road conditions (to be discussed later), some of the respondents expressed frustration that driving time was an abatement to time spent visiting.

For those who spent more than one day at Chaco, 92% stayed in the NPS campground (Table 20). While the lack of lodging alternatives in the immediate area probably plays a role in this distribution, the influence of the visitor’s desired experience should be considered as well. For many visitors, a stay in the campground may be part of the primitive experience they seek.

Respondents were asked to plot the travel pattern they followed inside the park on a map (Figure 1). From this, the overall traffic pattern that visitors tend to follow inside Chaco could be deduced. The traffic patterns within the park display a preference for front-country sites and facilities. Most commonly, respondents entered and exited the park from the north road (Table 21).
### Table 19

**Length of stay for visitors at Chaco (n=454)**

<table>
<thead>
<tr>
<th>Length of Stay</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Hours or Less</td>
<td>6</td>
</tr>
<tr>
<td>Between 2 and 6 Hours (1/2 day)</td>
<td>48</td>
</tr>
<tr>
<td>Between 6 and 12 Hours (1 day)</td>
<td>12</td>
</tr>
<tr>
<td>Two Days</td>
<td>27</td>
</tr>
<tr>
<td>Three Days</td>
<td>5</td>
</tr>
<tr>
<td>Four Days</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Five Days</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Seven Days</td>
<td></td>
</tr>
</tbody>
</table>

### Table 20

**Overnight accommodations for those respondents who visited Chaco for more than one day (n=155)**

<table>
<thead>
<tr>
<th>Type of Accommodations Used</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Park Service Campground</td>
<td>92</td>
</tr>
<tr>
<td>Car or Camper in Parking lot</td>
<td>3</td>
</tr>
<tr>
<td>Camping Along a Roadside</td>
<td>3</td>
</tr>
<tr>
<td>Hotel/Motel/Cabin</td>
<td>1</td>
</tr>
<tr>
<td>Forest Service Campground</td>
<td>1</td>
</tr>
<tr>
<td>Hostel</td>
<td>0</td>
</tr>
<tr>
<td>Private Residence</td>
<td>0</td>
</tr>
<tr>
<td>Private RV Campground</td>
<td>0</td>
</tr>
<tr>
<td>Other$^1$</td>
<td>3</td>
</tr>
</tbody>
</table>

$^1$Categories were listed by respondents under “other” in question were, “Nageesi Bed and Breakfast” (2%) and “with a ranger” (<1%).
Below is a map of Chaco. Please trace your travel route within the park. Circle the "I" where you went into the park (the entrance) and simply write 1, 2, 3 and so forth in the boxes for each place you visited in the order you visited them. Leave the places you did not visit blank. Finally, circle the "O" at the place where you went out of the park at the end of your visit (the exit).

Figure 1: Map of Chaco used for assessing visitor use patterns.

Table 21

<table>
<thead>
<tr>
<th>Traffic Pattern on Access Roads</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter North Road, Exit North Road</td>
<td>48</td>
</tr>
<tr>
<td>Enter South Road, Exit North Road</td>
<td>21</td>
</tr>
<tr>
<td>Enter North Road, Exit South Road</td>
<td>16</td>
</tr>
<tr>
<td>Enter South Road, Exit South Road</td>
<td>15</td>
</tr>
</tbody>
</table>
Although the north entrance takes visitors past four ruins, respondents usually did not stop at them but drove on to the visitor center first before starting their tour of Chaco (Table 22).

Front country visitation patterns follow the direction of the one-way roads inside the park. After leaving the visitor center, sites were usually visited in the order in which they are approached by automobile starting with Una Vida. A divergence occurs in the sequence after Chetro Ketl where the road divides. At this point Kin Kletso and Casa Rinconada occur sooner on the visitation sequence than Pueblo del Arroyo even though Pueblo del Arroyo is encountered before them on the road. This skipping of Pueblo del Arroyo may be due to road and parking lot design where drivers must double back slightly to visit Pueblo del Arroyo if they are travelling north or continuing back south.

A cross correlation of the data show that between 73 and 90% of the visitors who visited the backcountry also spent at least one night in the campground. After stopping at the visitor center, those respondents planning to spend the night generally went next to the campground (presumably to choose a campsite).

It is interesting to note that although only 8% of the respondents visited Wijiji, they did so as their fifth stop (Table 23). All other backcountry sites were visited much later in the visitation sequence. This apparent anomaly may be explained by the proximity of the Wijiji trailhead to the campground. Respondents who were camping and interested in visiting backcountry sites may have been choosing to trek to Wijiji after setting up camp. Ninety percent (90%) of those who visited Wijiji spent at least one night in the campground.

### Table 22

<table>
<thead>
<tr>
<th>Location in Most Common Sequence, If Visited</th>
<th>% Who Visited</th>
<th>Popularity Rating</th>
<th>% to Visit 1st</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor Center</td>
<td>97</td>
<td>1/19</td>
<td>53</td>
</tr>
<tr>
<td>Campground</td>
<td>36</td>
<td>8/19</td>
<td>14</td>
</tr>
<tr>
<td>Una Vida</td>
<td>43</td>
<td>6/19</td>
<td>1</td>
</tr>
<tr>
<td>Hungo Pavi</td>
<td>43</td>
<td>7/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Wijiji</td>
<td>8</td>
<td>18/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Pueblo Bonito</td>
<td>96</td>
<td>2/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Chetro Ketl</td>
<td>67</td>
<td>2/19</td>
<td>0</td>
</tr>
<tr>
<td>Kin Kletso</td>
<td>55</td>
<td>4/19</td>
<td>7</td>
</tr>
<tr>
<td>Casa Rinconada</td>
<td>47</td>
<td>5/19</td>
<td>2</td>
</tr>
<tr>
<td>Pueblo del Arroyo</td>
<td>35</td>
<td>9/19</td>
<td>3</td>
</tr>
<tr>
<td>Jackson Staircase</td>
<td>17</td>
<td>15/19</td>
<td>0</td>
</tr>
<tr>
<td>Prehistoric Stairway</td>
<td>26</td>
<td>11/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Alto Mesa</td>
<td>23</td>
<td>12/19</td>
<td>9</td>
</tr>
<tr>
<td>Casa Chiquita</td>
<td>26</td>
<td>10/19</td>
<td>4</td>
</tr>
<tr>
<td>Petroglyphs (west of Chiquita)</td>
<td>18</td>
<td>14/19</td>
<td>0</td>
</tr>
<tr>
<td>Pueblo Alto</td>
<td>21</td>
<td>13/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Peñasco Blanco</td>
<td>11</td>
<td>16/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tsin Kletsin</td>
<td>9</td>
<td>17/19</td>
<td>0</td>
</tr>
<tr>
<td>West Mesa Overlook</td>
<td>5</td>
<td>19/19</td>
<td>0</td>
</tr>
</tbody>
</table>

1 Median of each location in overall sequence.
2 Sequence was derived from the median, the 25th and 75th percentiles and the number of visitors. Difference of upper and lower hinge = first order tie breaker, highest n = second order tie breaker. For same data sorted by popularity ratings see Table 23.
3 Popularity rating is the percent of visitors who visited each location expressed as a fraction relative to the total number of locations.
Table 23
Relative popularity of selected locations inside Chaco (n=416)

<table>
<thead>
<tr>
<th>Location in Most Common Sequence, If Visited</th>
<th>% Who Visited</th>
<th>Popularity Rating¹</th>
<th>% to Visit 1st</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor Center</td>
<td>97</td>
<td>1/19</td>
<td>53</td>
</tr>
<tr>
<td>Pueblo Bonito</td>
<td>96</td>
<td>2/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Chetro Ketl</td>
<td>67</td>
<td>2/19</td>
<td>0</td>
</tr>
<tr>
<td>Kin Kletso</td>
<td>55</td>
<td>4/19</td>
<td>7</td>
</tr>
<tr>
<td>Casa Rinconada</td>
<td>47</td>
<td>5/19</td>
<td>2</td>
</tr>
<tr>
<td>Una Vida</td>
<td>43</td>
<td>6/19</td>
<td>1</td>
</tr>
<tr>
<td>Hungo Pavi</td>
<td>43</td>
<td>7/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Campground</td>
<td>36</td>
<td>8/19</td>
<td>14</td>
</tr>
<tr>
<td>Pueblo del Arroyo</td>
<td>35</td>
<td>9/19</td>
<td>3</td>
</tr>
<tr>
<td>Casa Chiquita</td>
<td>26</td>
<td>10/19</td>
<td>4</td>
</tr>
<tr>
<td>Prehistoric Stairway</td>
<td>26</td>
<td>11/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Alto Mesa</td>
<td>23</td>
<td>12/19</td>
<td>9</td>
</tr>
<tr>
<td>Pueblo Alto</td>
<td>21</td>
<td>13/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Petroglyphs (west of Chiquita)</td>
<td>18</td>
<td>14/19</td>
<td>0</td>
</tr>
<tr>
<td>Jackson Staircase</td>
<td>17</td>
<td>15/19</td>
<td>0</td>
</tr>
<tr>
<td>Peñasco Blanco</td>
<td>11</td>
<td>16/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tsin Kletsin</td>
<td>9</td>
<td>17/19</td>
<td>0</td>
</tr>
<tr>
<td>Wijiji</td>
<td>8</td>
<td>18/19</td>
<td>&lt;1</td>
</tr>
<tr>
<td>West Mesa Overlook</td>
<td>5</td>
<td>19/19</td>
<td>0</td>
</tr>
</tbody>
</table>

¹ Median of each location in overall sequence.
² Popularity rating is the percent of visitors who visited each location expressed as a fraction relative to the total number of locations (i.e., Hungo Pavi was 7th most commonly visited out of 19 locations).

Level of Knowledge and Visitor Motivations

One of the measures used to assess visitor differences among the parks are questions which measure levels of interest in and knowledge about the history of the Chaco culture. Respondents were asked to rate themselves in regard to their understanding of the history of the Chaco Anasazi. The results of this question reveal that the visitor population at Chaco consider themselves well-informed and very interested in learning more (Figures 2 and 3). After their visit, most felt that their understanding of Chaco history and their desire to learn more had increased.

Assessment of visitor motivations for coming to Chaco was performed through a question which provided a list of reasons why a person might visit and asked the respondent to indicate their reason for visiting using an importance scale of one to five (1=not important, 5=of utmost importance). Response categories were selected for the questionnaire that would assess a wide range of visitor motives. These regarded motives for education, personal growth, opportunities to experience scenery and solitude and to socialize. Visitors rated each category individually without regard to the other categories. The mean values of each category were then compared to determine the degree of their importance. The results of this question reveal that visitors are more likely to come to Chaco to learn about history and to grow personally rather than to experience the natural environment and
Figure 2: Histogram showing how respondents rated their level of knowledge regarding the history of the Chaco Anasazi.

Figure 3: Histogram showing how respondents assessed their degree of interest in learning more about the Chaco Anasazi.
socialize. They are also interested in a park setting where there are few other visitors and the presence of modern amenities is at a minimum.

The most important reason why respondents chose to visit Chaco was the opportunity “to learn and see how people lived back then” (Figure 4). However, reasons having to do with experiencing the natural environment such as scenery (group A of Figure 5) and nature (group D of Figure 5) also ranked high as reasons for visiting. Social opportunities, such as being with friends (group D of Figure 6), had the lowest overall rating in terms of important motivators for visiting.

Respondents were also asked to list any other reasons why they visited Chaco that were not included in the list of motives provided. This question was presented in an open-ended format to which 46 percent of the respondents included comments. The results are similar to those from the close-ended format question described above. Qualitative analysis of these data grouped responses into sixteen categories (Table 24). Most respondents providing other reasons for visiting Chaco cited a desire to expand their general interests in history. The second most common group of responses reflected a desire among visitors to seek meaning in a humanistic or spiritual context. Such motives are particularly strong within the visitor population at Chaco relative to the other two parks studied.

**Visitor Ratings of Park Opportunities, Services and Facilities**

One objective of this study was to assess the importance of the facilities (such as snack bars and shady places near the ruins) and opportunities (such as opportunities to walk inside the ruins) provided to visitors and whether the provision of new facilities might be appropriate. Respondents were given a list of park attributes that influence the overall park–visitor experience. Visitor responses are presented here as three categories of attributes which represent interpretive attributes (Figure 7), attributes that influence mobility and independence (Figure 8), and park facilities that are or could be provided (Figure 9). Results indicate that visitors at Chaco generally value a park atmosphere where independence is attainable, and facilities are few and primitive.

Respondents rated interpretation as an important part of the visitor experience at Chaco. Respondents favored interpretive activities allowing self-guided interpretation over ranger-led talks (Figure 8). Interpretive programs designed especially for children ranked lowest in this group, probably a reflection of a visitor population where families are relatively rare.

Park attributes that allow for mobility and access and the maintenance of a remote setting rated as very important to respondents (Figure 8). Park

![Figure 4: Ratings of motivation categories regarding educational and personal growth (Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.)](image_url)
Figure 5: Ratings of motivation categories regarding the general atmosphere (non-archaeological) of Chaco (Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.).

Figure 6: Ratings of motivation categories regarding social and activity related aspects of Chaco (Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.).
### Table 24

List of general categories sorted from responses to a question regarding other reasons that motivated respondents to visit Chaco.
*A complete list of transcribed responses can be found in Appendix 2.*

<table>
<thead>
<tr>
<th>Additional Reason for Visiting Chaco</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Expand a General Interest in History</td>
<td>9</td>
</tr>
<tr>
<td>To Seek Meaning in a Humanistic or Spiritual Context</td>
<td>7</td>
</tr>
<tr>
<td>Someone Recommended Chaco</td>
<td>6</td>
</tr>
<tr>
<td>Wanted to Visit Chaco after Reading About it</td>
<td>6</td>
</tr>
<tr>
<td>Teaching or Academic Interests</td>
<td>4</td>
</tr>
<tr>
<td>To View Architectural Aspects of the Ruins</td>
<td>4</td>
</tr>
<tr>
<td>To See Ruins in General</td>
<td>3</td>
</tr>
<tr>
<td>To Show Chaco to a Friend or Relative, etc.</td>
<td>3</td>
</tr>
<tr>
<td>To Experience an Outdoor Environment</td>
<td>3</td>
</tr>
<tr>
<td>Had Visited Before and Wanted to Return</td>
<td>2</td>
</tr>
<tr>
<td>Drawn to the Primitive Nature of the Park</td>
<td>2</td>
</tr>
<tr>
<td>To See a Specific Ruin or Feature</td>
<td>1</td>
</tr>
<tr>
<td>To Compare with Other Ruins and Cultures</td>
<td>1</td>
</tr>
<tr>
<td>Chaco was on the way or Part of a Trip</td>
<td>1</td>
</tr>
<tr>
<td>On a Field Trip or Traveling with a Special Interest Group</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Because Ruins are Accessible</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

#### Figure 7: Importance of selected interpretive attributes at Chaco. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.

- **A:** Ranger-led Talks, Walks or Presentations
- **B:** Museum Displays
- **C:** Self Guided Booklets
- **D:** Information Signs and Exhibits at Ruins and Overlooks
- **E:** Programs and Activities for Kids
- **F:** Information Available at the Park Entrance
facilities such as a souvenir shop and a snack bar or restaurant (which are not currently available at Chaco) rated very low relative to all other attributes. In fact, respondents rated all amenities that would increase convenience and comfort as not being very important to their visit (Figure 9).

When asked if there were any programs or facilities not provided at Chaco that would have added to the enjoyment of their visit, a large majority of the respondents felt there were none (Appendix 3). Of those who had suggestions pertaining to improvements in the physical attributes at Chaco, the added availability of water, in the form of showers, drinking or ice, was the most common response. Respondents who mentioned that they wished to see more interpretation most commonly wanted to see more information about the everyday life of the Anasazi.

An issue of concern to Chaco managers was access to the park. The condition of the access roads at Chaco can vary with weather conditions and frequency of maintenance. Consequently, they can often be surprisingly rough to drivers who are unaccustomed to such conditions or who were expecting a better road. An assessment of visitor opinions regarding road conditions was made to better understand how road conditions might influence visitor experiences at Chaco. It is important to note here that road conditions were fairly constant during the sampling season, and potential bias was fortuitously avoided.

Respondents were asked if the current condition of the access road in any way affected their visit to the park. The majority of respondents said that it either had no affect or that it did have an affect and that the affect was positive (Table 25). Thirty-six percent (36%) expressed the opinion that the road had a negative affect on their visit.

Respondents who indicated that road conditions affected their visit were asked to explain how. We divided the responses for this question into negative and positive responses. Physical unpleasantness and the potential for automobile damage were the two most common negative effects road conditions had on a visitor's experience (Table 26). The belief that the road conditions filter out visitors that are somehow less dedicated and less interested and the feeling that the road actually enhanced a respondent's visit were the two most common reasons why the road conditions had a positive effect on Chaco visitor experiences (Table 27).
Figure 9: Importance of selected convenience attributes at Chaco. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.

Table 25
Respondent opinions regarding whether or not the conditions of the access roads affected their visit (n=451)

<table>
<thead>
<tr>
<th>The Access Road Conditions Affected Visit in a...</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative Way</td>
<td>36</td>
</tr>
<tr>
<td>Positive Way</td>
<td>15</td>
</tr>
<tr>
<td>Road Conditions did not Affect Visit.</td>
<td>49</td>
</tr>
</tbody>
</table>

Table 26
Most common reasons cited for why the access road affected a respondents visit negatively (n=451)
For a complete listing of transcribed responses, see Appendix 4.

<table>
<thead>
<tr>
<th>Negative Influences</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Road has the Potential to Damage Automobiles</td>
<td>7</td>
</tr>
<tr>
<td>The Road is a Physically Unpleasant Experience</td>
<td>6</td>
</tr>
<tr>
<td>The Threat of Rain Prevented me From Enjoying my Visit</td>
<td>5</td>
</tr>
<tr>
<td>Additional Travel Time Cuts Down on Visiting Time</td>
<td>3</td>
</tr>
<tr>
<td>Lack of Signs and Primitiveness Made Drivers Insecure</td>
<td>2</td>
</tr>
<tr>
<td>Prevented Respondents from Bringing an R.V.</td>
<td>2</td>
</tr>
<tr>
<td>Takes too Much Time to Travel</td>
<td>2</td>
</tr>
<tr>
<td>The Road is Dangerous</td>
<td>&lt;1</td>
</tr>
<tr>
<td>It Keeps Other People from Seeing Chaco</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Table 27
Most common reasons cited for why the access road affected a respondents visit positively (n=451)
For a complete listing of transcribed responses, see Appendix 4.

<table>
<thead>
<tr>
<th>Positive Influences</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road Conditions Filter Out the Less-Serious Visitor</td>
<td>9</td>
</tr>
<tr>
<td>Road Conditions Enhance the Experience at Chaco</td>
<td>9</td>
</tr>
<tr>
<td>Road Conditions Keep Down Crowding</td>
<td>7</td>
</tr>
<tr>
<td>Road Conditions Preserve Resources by Reducing Crowds</td>
<td>3</td>
</tr>
</tbody>
</table>

Respondents were asked to describe any aspects of their visit that they found pleasing or displeasing in two open-ended questions. The results were transcribed and grouped into categories (Appendices 5 and 6). Frequencies for these categories show that park attributes such as interpretation and facilities were both most frequently displeasing and pleasing to respondents. Among the park attributes cited as positive were interpretive media at both the visitor center and the ruins (Tables 28 and 29). In general, respondents felt that this information was informative and worthwhile. Many expressed that the videos, museum displays, ranger talks, and interpretive brochures were an essential part of a positive experience. The way in which respondents expressed their enjoyment of the ruins varied in regard to their general interests in Anasazi prehistory. Many felt compelled to express how the ruins were part of an episode of deep personal growth on both spiritual and humanistic levels (Table 28). Others stressed the importance of learning and how their experience at Chaco helped in that pursuit. The importance of a natural setting in the enjoyment of a respondent’s visit was also often mentioned.

Poor conditions of the access roads ranked highest among the things which respondents found displeasing or detracting at Chaco (Table 29). An apparent lack of directional signs both on the trails and roads was an often mentioned park attribute (Appendix 6). Respondents that commented negatively to the camping conditions were most displeased by either a lack of enough camping sites or a sense of crowdedness in the campground. In general, the results of the question regarding the negative aspects of visits are quite variable, and with the exception of the displeasure with access road conditions, strong trends are not evident.

A final question was included asking the respondent to comment on anything else about their visit. Analysis of these data do not show any new trends that do not already appear in previous questions. However, the results provide a good qualitative cross section of visitor experiences and opinions and have thus been included in Appendix 7. Many are heartfelt free-writings (which can get quite long) that, when read in their entirety, provide a sense of how the visitors to Chaco feel about the park and the experiences they had there.
Table 28
Breakdown of responses by category from a question regarding aspects of their Chaco visit most enjoyed by respondents (n=454)

For full list of transcribed responses, see Appendix 5.

<table>
<thead>
<tr>
<th>Aspects of Chaco Visit that Respondents Found Enjoyable</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpretive Media, Rangers and Facilities</td>
<td>36</td>
</tr>
<tr>
<td>Seeing a Specific Ruin or Feature</td>
<td>21</td>
</tr>
<tr>
<td>Experiencing the Natural Setting and Scenery</td>
<td>19</td>
</tr>
<tr>
<td>Seeing the Ruins in General</td>
<td>19</td>
</tr>
<tr>
<td>Being Able to Access Ruins</td>
<td>15</td>
</tr>
<tr>
<td>The Process of Learning About the Anasazi</td>
<td>13</td>
</tr>
<tr>
<td>Having Backcountry Access</td>
<td>11</td>
</tr>
<tr>
<td>The Opportunity to Experience History on a Personal Level</td>
<td>7</td>
</tr>
<tr>
<td>Looking at the Architecture of the Ruins</td>
<td>5</td>
</tr>
<tr>
<td>Undertaking Activities such as Biking, Camping etc.</td>
<td>5</td>
</tr>
<tr>
<td>Seeing the Plants and Wildlife</td>
<td>3</td>
</tr>
<tr>
<td>The Opportunity for Independence</td>
<td>3</td>
</tr>
</tbody>
</table>

Table 29
Breakdown of results from an open-ended question regarding park aspects that bothered respondents

For a complete listing of transcribed responses, see Appendix 6.

<table>
<thead>
<tr>
<th>Aspect that Detracted from Visit</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Access Road Conditions were Poor</td>
<td>22</td>
</tr>
<tr>
<td>General Displeasure with Specific Facilities</td>
<td>15</td>
</tr>
<tr>
<td>Other Visitors were Behaving in Annoying Ways</td>
<td>9</td>
</tr>
<tr>
<td>Park was Too Crowded</td>
<td>5</td>
</tr>
</tbody>
</table>
Discussion and Recommendations

The respondents in this study have provided a general profile of Chaco visitors. They are well-educated and believe that their knowledge of Chaco prehistory is above average. Most are employed full-time and hold positions as teachers, engineers, business executives or other similar professions. In most cases, respondents came to Chaco with a friend or spouse and were on a vacation with Chaco as part of a larger trip that included other cultural parks on its itinerary. Respondents were motivated to visit Chaco primarily by a desire to learn, but the personal significance of the history they found varied from general curiosity to an attempt to relate Chaco prehistory to deeper aspects of their own identity.

As this study has shown, park attributes can influence the kinds of experiences visitors have at cultural parks. If attributes that are critical to a desired experience were changed, the desired visitor experience would be diminished. As the data presented here indicate, there are several park attributes that appear to be important at Chaco for the maintenance of the present Chaco experience.

The ruins and other human features at Chaco exist within a management context that is fairly undeveloped relative to other cultural parks in the southwest. Many of the respondents identify with the primitive nature of Chaco and feel that the natural environment is a critical aspect of the experiences they sought when choosing to visit. This suggests that modifications to the present set of management attributes at Chaco may have the potential to diminish the present experience. We recommend that future proposals to add facilities or upgrade existing ones at Chaco seriously consider their potential impact on the present experience environment. Modifications that would significantly increase the number of visitors or severely restrict visitor independence and mobility would probably have the greatest influence in detracting from the present conditions.

The respondents in this study have provided some general trends that may be of use in implementing current or future management policies. The data show that 70-90% of the respondents who visited the backcountry also spent at least one night at Chaco. Because the campground is often one of the first places visitors stop when entering the park, it may be beneficial to place notices and information concerning backcountry travel at the campground.

Posting more directional information along the two access routes may help to alleviate some of the anxiety that drivers have when traveling into the park. Respondents who felt that the condition of the road detracted from their visit sometimes said they felt lost, making the driving experience more unpleasant. Such information might include more signs at road junctions indicating where to turn and more mileage signs.

A lack of places to escape from the sun was a detractor mentioned in the 1992 preliminary survey. For this reason it was added to a list of park attributes for respondents to rate in the 1993 study. Shady places near the ruins were rated as slightly important to moderately important. Most of the respondents were pleased with the experiences they had at Chaco. To them, the relative lack of facilities was an important component to their visit. For this reason they may be willing to tolerate certain discomforts in order to maintain part of that experience potential. If this is the case, then the relatively low ratings of shady places, for example, may be reflecting a concern that any modifications required to provide shade would be too detracting on the landscape. In short, the ends would not justify the means.

In general, the strongest recommendation suggested by these results is to caution against extreme changes to existing park attributes and settings at Chaco. Respondents are seeking a place where they can travel about in a relatively unrestricted manner. Access to ruins and the backcountry is very important to them. They are seeking a place where they can find history in a physical context that provides opportunities for solitude and quiet. Chaco is presently providing this type of experience in a more than satisfactory manner.
MESA VERDE NATIONAL PARK RESULTS

All of the findings from the research carried out at Mesa Verde are presented in this section. Results are arranged according to categories that were outlined in the list of project objectives. The comparison of these results to the other two parks in this study is presented in a separate section.

VISITOR CHARACTERISTICS

Eighty six percent (86%) of the respondents at Mesa Verde had at least some college background with 31% having completed a masters degree or higher (Table 30). Most are employed full-time, and retired visitors are relatively rare during the summer use season when interviewing took place (Table 31). The mean age of respondents at Mesa Verde was 46.

Most of the respondents were married and had children (Table 32) and were travelling with their families (Table 33). Fifty percent (50%) of those interviewed were travelling with someone under the age of 20 (Table 34), and 38% were either travelling alone or with others between the ages of 20 and 62. Group sizes ranged between groups of one and 20 with most traveling in groups of two to five persons (Table 35).

Data on age and race show that many of the respondents were Anglos (Table 36) in their late 30s or 40s (Table 37). The three states most commonly cited as a respondent's place of residency were Colorado, California, and Texas (Table 38). Eleven percent (11%) of visitors lived in places outside the United States. Because of sampling bias due to language barriers, it was difficult to obtain a valid assessment of the foreign visitors to Mesa Verde. As previously mentioned, an attempt was made to offset this bias and at least get a more accurate count of foreign visitors encountered in the survey. Nine percent (9%) of those approached to participate in the study refused due to language barriers. Presuming that these visitors were not from the United States, the actual number of foreign visitors encountered during the survey at Mesa Verde would equal 18%. We caution that some assumptions have been made; the actual number of foreign visitors to Mesa Verde during the summer season is probably between 11 and 18%.

Occupations listed by respondents showed a wide range of professions and trades (Table 39). The largest percentage were teachers, a characteristic common to Chaco and Wupatki as well.

---

Table 30

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8th Grade or Less</td>
<td>&lt;1</td>
</tr>
<tr>
<td>9-11th Grade</td>
<td>2</td>
</tr>
<tr>
<td>12th Grade-H.S. Graduate</td>
<td>10</td>
</tr>
<tr>
<td>13-15 Yrs. Some College, Business, Trade School</td>
<td>27</td>
</tr>
<tr>
<td>16 Yrs. College, University Graduate</td>
<td>19</td>
</tr>
<tr>
<td>17+ Yrs. Some Graduate Work</td>
<td>9</td>
</tr>
<tr>
<td>Masters, Doctorate or Professional Degree</td>
<td>31</td>
</tr>
</tbody>
</table>
Table 31
Employment status of respondents at Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Employment Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed Full Time</td>
<td>66</td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>7</td>
</tr>
<tr>
<td>Homemaker</td>
<td>7</td>
</tr>
<tr>
<td>Student</td>
<td>8</td>
</tr>
<tr>
<td>Unemployed</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Retired but Working Full Time</td>
<td>2</td>
</tr>
<tr>
<td>Retired but Working Part Time</td>
<td>2</td>
</tr>
<tr>
<td>Retired, Not Working</td>
<td>10</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 32
Family status of respondents at Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Status Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single, No Children</td>
<td>15</td>
</tr>
<tr>
<td>Married, No Children</td>
<td>13</td>
</tr>
<tr>
<td>Married With Children</td>
<td>66</td>
</tr>
<tr>
<td>Single Parent With Children</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 33
Types of groups visiting Mesa Verde (n=433)

<table>
<thead>
<tr>
<th>Type of Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td>3</td>
</tr>
<tr>
<td>A Couple</td>
<td>28</td>
</tr>
<tr>
<td>Family</td>
<td>50</td>
</tr>
<tr>
<td>Two or More Families or Relatives Together</td>
<td>8</td>
</tr>
<tr>
<td>Family and Friends</td>
<td>2</td>
</tr>
<tr>
<td>Two or More Friends Together</td>
<td>5</td>
</tr>
<tr>
<td>Special Interest Group - Tour Group, School, Etc.</td>
<td>2</td>
</tr>
</tbody>
</table>
Table 34
Group characteristics at Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Group Profile</th>
<th>Percent</th>
<th>Cum.%¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents Travelling with Preschoolers</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Respondents Travelling with Children (&lt;12 yrs old)</td>
<td>34</td>
<td>37</td>
</tr>
<tr>
<td>Respondents Travelling with Teenagers</td>
<td>27</td>
<td>50</td>
</tr>
<tr>
<td>Respondents Travelling with Anyone Over 62</td>
<td>14</td>
<td>59</td>
</tr>
<tr>
<td>Those not with Children or Anyone Over 62</td>
<td>38</td>
<td>97</td>
</tr>
<tr>
<td>Those Travelling Alone</td>
<td>3</td>
<td>100</td>
</tr>
</tbody>
</table>

¹ Cum. % represents percent of all respondents who entered amounts in the corresponding category or one or more of the categories above it.

Table 35
Group size at Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Group Size</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td>2</td>
</tr>
<tr>
<td>2 Persons</td>
<td>34</td>
</tr>
<tr>
<td>3 Persons</td>
<td>15</td>
</tr>
<tr>
<td>4 Persons</td>
<td>25</td>
</tr>
<tr>
<td>5 Persons</td>
<td>9</td>
</tr>
<tr>
<td>6-10 Persons</td>
<td>11</td>
</tr>
<tr>
<td>11-20 Persons</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 36
Race or ethnic background of respondents at Mesa Verde (n=433)

<table>
<thead>
<tr>
<th>Race or Ethnic Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, not of Hispanic Origin</td>
<td>94</td>
</tr>
<tr>
<td>Refused to Answer</td>
<td>2</td>
</tr>
<tr>
<td>Hispanic</td>
<td>2</td>
</tr>
<tr>
<td>Asian or Pacific Islanders</td>
<td>1</td>
</tr>
<tr>
<td>Black, not of Hispanic Origin</td>
<td>&lt;1</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
# Table 37
**Ages of Respondents (n=430)**

<table>
<thead>
<tr>
<th>Age Ranges in Years of Age</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>80-60 Years Old</td>
<td>14</td>
</tr>
<tr>
<td>59-50 Years Old</td>
<td>13</td>
</tr>
<tr>
<td>49-40 Years Old</td>
<td>38</td>
</tr>
<tr>
<td>39-30 Years Old</td>
<td>24</td>
</tr>
<tr>
<td>29-18 Years Old</td>
<td>11</td>
</tr>
</tbody>
</table>

# Table 38
**Residency of respondents at Mesa Verde (n=500)**

<table>
<thead>
<tr>
<th>State</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorado</td>
<td>14</td>
</tr>
<tr>
<td>California</td>
<td>10</td>
</tr>
<tr>
<td>Texas</td>
<td>7</td>
</tr>
<tr>
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<td>Canada</td>
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<td>Australia</td>
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<table>
<thead>
<tr>
<th>State</th>
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<tr>
<td>Nevada</td>
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</tr>
<tr>
<td>Virginia</td>
<td>1</td>
</tr>
<tr>
<td>Wisconsin</td>
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<td>North Carolina</td>
<td>1</td>
</tr>
<tr>
<td>Hawaii</td>
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<td>South Dakota</td>
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<td>Maine</td>
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<tr>
<td>North Dakota</td>
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<tr>
<td>Oregon</td>
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</tr>
<tr>
<td>New Hampshire</td>
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<tr>
<td>South Carolina</td>
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<td>Delaware</td>
<td>&lt;1</td>
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<tr>
<td>Tennessee</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Vermont</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Wyoming</td>
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<tr>
<td>Connecticut</td>
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<td>Idaho</td>
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<tr>
<td>Mississippi</td>
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</tr>
<tr>
<td>Washington D.C.</td>
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<td>Arkansas</td>
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<tr>
<td>West Virginia</td>
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<tr>
<td>Netherlands</td>
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<tr>
<td>Bermuda</td>
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<td>France</td>
<td>&lt;1</td>
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<td>Belgium</td>
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<td>Austria</td>
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</table>
### Table 39
Occupations of respondents at Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Occupation Listed</th>
<th>Percent</th>
<th>Occupation Listed</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teacher</td>
<td>16</td>
<td>Social Worker</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Manager/Supervisor</td>
<td>6</td>
<td>Photographer</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Engineer</td>
<td>5</td>
<td>Technician</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Secretary</td>
<td>4</td>
<td>Outdoor Recreation Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Health Care Admin.</td>
<td>4</td>
<td>Travel Industry Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Construction Worker</td>
<td>3</td>
<td>Librarian</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Physician</td>
<td>3</td>
<td>Driver/Trucker</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Nurse</td>
<td>3</td>
<td>Musician</td>
<td>&lt;1</td>
</tr>
<tr>
<td>School Administrator</td>
<td>3</td>
<td>Utility Repair/Service</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Sales</td>
<td>2</td>
<td>Financial Planner</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Computer Service/Tech.</td>
<td>2</td>
<td>Insurance Agent</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Agriculture/Horticulture</td>
<td>2</td>
<td>Chemist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Banker</td>
<td>2</td>
<td>Real Estate Agent</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Retail</td>
<td>2</td>
<td>Writer</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Private Consultant</td>
<td>2</td>
<td>Maintenance Worker</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Petroleum Industry Worker</td>
<td>2</td>
<td>Manufacturing Industry</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Electronics Technician</td>
<td>2</td>
<td>Small Business Owner</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>2</td>
<td>Custodian</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Lawyer</td>
<td>2</td>
<td>Bookkeeper</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Mechanic</td>
<td>1</td>
<td>Communications Ind. Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Religious Work</td>
<td>1</td>
<td>Mortician</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Scientist/Researcher</td>
<td>1</td>
<td>Natural Resource Manager</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Military Service</td>
<td>1</td>
<td>Pilot</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Accountant</td>
<td>1</td>
<td>Museum Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Publisher/Editor</td>
<td>1</td>
<td>Waiter</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Architect</td>
<td>1</td>
<td>Dentist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Postal Worker</td>
<td>1</td>
<td>Archaeologist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Machinist</td>
<td>&lt;1</td>
<td>Artist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Therapist</td>
<td>&lt;1</td>
<td>Advertising Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Business Executive</td>
<td>&lt;1</td>
<td>Geologist</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Travel Patterns Outside Park, Trip Type and Information Sources
A large majority of the respondents were visiting Mesa Verde as part of a larger travel plan (Table 40). Most were first-time visitors (Tables 41 and 42), and relatively few respondents visited other cultural parks or areas during their vacation (Table 43). Of those who visited other cultural areas, 12% visited the Anasazi Cultural Center, 8% visited Taos Pueblo, and 7% visited Canyon de Chelly National Monument.

Durango, CO was the location most commonly chosen for overnight accommodations both before and after visiting Mesa Verde (Tables 44 and 45). Motels were the most common type of accommodations used by those who stayed outside the park (Table 46). The length of time respondents spent at Mesa Verde was somewhat variable (Table 47). Forty-two percent (42%) visited for a period of time between two and six hours while 31% stayed for more than one day. The type of overnight accommodations most commonly used by respondents who stayed for more than one day was the National Park Service campground at Morefield (Table 48).

<table>
<thead>
<tr>
<th>Type of Trip</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation to Mesa Verde</td>
<td>4</td>
</tr>
<tr>
<td>Vacation with Mesa Verde as Part of a Larger Travel Plan</td>
<td>81</td>
</tr>
<tr>
<td>Weekend or Multi-day Trip</td>
<td>3</td>
</tr>
<tr>
<td>Day Outing</td>
<td>5</td>
</tr>
<tr>
<td>Visit for Several Hours or Less Than a Day</td>
<td>6</td>
</tr>
<tr>
<td>Passing Through</td>
<td>2</td>
</tr>
<tr>
<td>Business Trip</td>
<td>&lt;1</td>
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</table>

Table 41
Ratio of first time visitors to repeat visitors (n=442)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
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<tbody>
<tr>
<td>First Time Visitors</td>
<td>70</td>
</tr>
<tr>
<td>Repeat Visitors</td>
<td>30</td>
</tr>
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</table>
### Table 42

Number of years since repeat visitors last visited Mesa Verde (n=129)

<table>
<thead>
<tr>
<th>Year of Last Visit</th>
<th>Percent</th>
<th>Year of Last Visit</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Than 1 year</td>
<td>2</td>
<td>7 Years</td>
<td>3</td>
</tr>
<tr>
<td>1 Year</td>
<td>14</td>
<td>8 Years</td>
<td>2</td>
</tr>
<tr>
<td>2 Years</td>
<td>11</td>
<td>9 Years</td>
<td>3</td>
</tr>
<tr>
<td>3 Years</td>
<td>6</td>
<td>10 Years</td>
<td>4</td>
</tr>
<tr>
<td>4 Years</td>
<td>5</td>
<td>11-20 Years</td>
<td>24</td>
</tr>
<tr>
<td>5 Years</td>
<td>3</td>
<td>21-30 Years</td>
<td>18</td>
</tr>
<tr>
<td>6 Years</td>
<td>2</td>
<td>30 Years or More</td>
<td>5</td>
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</table>

### Table 43

Complete list of cultural areas visited by respondents during their vacation (n=442)

<table>
<thead>
<tr>
<th>Cultural Area Visited</th>
<th>Percent</th>
<th>Cultural Area Visited</th>
<th>Percent</th>
</tr>
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<tbody>
<tr>
<td>Anasazi Cultural Center</td>
<td>11</td>
<td>Jemez State Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Taos Pueblo</td>
<td>8</td>
<td>Custer State Park, SD</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Canyon de Chelly Natl. Mon.</td>
<td>7</td>
<td>Pecos National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Aztec National Monument</td>
<td>7</td>
<td>Gila Cliff Dwelling Natl. Mon.</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Chaco Culture Natl. Hist. Park</td>
<td>6</td>
<td>Puye Cliff Dwellings</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bandelier National Monument</td>
<td>4</td>
<td>Sand Canyon Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Hovenweep National Monument</td>
<td>3</td>
<td>Mt. Rushmore Natl. Memorial</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Walnut Canyon National Mon.</td>
<td>3</td>
<td>Petroglyph National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Navajo National Monument</td>
<td>2</td>
<td>Hubbell T.P. Natl. Hist. Site</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Zuni Pueblo</td>
<td>2</td>
<td>Zia Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Montezuma Castle Natl. Mon.</td>
<td>1</td>
<td>Fort Robinson</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Indian Dances in Cortez Cty. Pk.</td>
<td>6</td>
<td>Machu Picchu, Peru</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Chimney Rock Historic Site</td>
<td>1</td>
<td>Tusayan Ruins</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Acoma Pueblo</td>
<td>&lt;1</td>
<td>Gran Quivira, NM</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Ute Mountain Tribal Park</td>
<td>&lt;1</td>
<td>Pictograph Cave St. Mon., MT</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tuzigoot National Monument</td>
<td>&lt;1</td>
<td>Painted Rock, St. Pk., AZ</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Hopi Cultural Center</td>
<td>&lt;1</td>
<td>Cochiti Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Manitou Cliff Dwellings</td>
<td>&lt;1</td>
<td>Museum of Northern AZ</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Wupatki National Monument</td>
<td>&lt;1</td>
<td>Fort Laramie</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Salmon Ruins</td>
<td>&lt;1</td>
<td>Ouray Museum, CO</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tribal Ceremonies, Gallup</td>
<td>&lt;1</td>
<td>Freemont State Park, UT</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Wounded Knee Natl. Hist. Site</td>
<td>&lt;1</td>
<td>Painted Rock, St. Pk., AZ</td>
<td>&lt;1</td>
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<tr>
<td>Ft. Burgwin Research Ctr., NM</td>
<td>&lt;1</td>
<td>Defiance House, Lake Powell</td>
<td>&lt;1</td>
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<tr>
<td>El Morro National Monument</td>
<td>&lt;1</td>
<td>Casa Grande National Mon.</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Santa Clara Pueblo</td>
<td>&lt;1</td>
<td>El Malpais National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bent's Fort Natl. Hist. Site</td>
<td>&lt;1</td>
<td>Animas Forks, CO</td>
<td>&lt;1</td>
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</table>
Table 44
Most popular locations where respondents stayed the night before entering Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
<th>Location</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durango, CO</td>
<td>32</td>
<td>Dolores, CO</td>
<td>2</td>
</tr>
<tr>
<td>Cortez, CO</td>
<td>19</td>
<td>Mancos, CO</td>
<td>2</td>
</tr>
<tr>
<td>Moab, UT</td>
<td>4</td>
<td>Purgatory Ski Area, CO</td>
<td>1</td>
</tr>
<tr>
<td>Pagosa Springs, CO</td>
<td>3</td>
<td>Vallecito Lake, CO</td>
<td>2</td>
</tr>
<tr>
<td>Ouray, CO</td>
<td>2</td>
<td>Grand Canyon Natl. Pk.</td>
<td>1</td>
</tr>
<tr>
<td>Farmington, NM</td>
<td>2</td>
<td>Telluride, CO</td>
<td>1</td>
</tr>
</tbody>
</table>

Table 45
Most popular locations where respondents stayed the night after leaving Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
<th>Location</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durango, CO</td>
<td>24</td>
<td>Santa Fe, NM</td>
<td>2</td>
</tr>
<tr>
<td>Cortez, CO</td>
<td>15</td>
<td>Ouray, CO</td>
<td>2</td>
</tr>
<tr>
<td>Pagosa Springs, CO</td>
<td>6</td>
<td>Colorado Springs, CO</td>
<td>2</td>
</tr>
<tr>
<td>Moab, UT</td>
<td>4</td>
<td>Grand Junction, CO</td>
<td>1</td>
</tr>
<tr>
<td>Farmington, NM</td>
<td>2</td>
<td>Vallecito Lake, CO</td>
<td>1</td>
</tr>
<tr>
<td>Grand Canyon Natl. Pk.</td>
<td>2</td>
<td>Telluride, CO</td>
<td>1</td>
</tr>
</tbody>
</table>

Table 46
Types of overnight sleeping accommodations used before and after visiting Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Type Used Before</th>
<th>Percent</th>
<th>Type Used After</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel/Motel</td>
<td>56</td>
<td>Hotel/Motel</td>
<td>58</td>
</tr>
<tr>
<td>W/Friends, Relatives</td>
<td>4</td>
<td>W/Friends, Relatives</td>
<td>5</td>
</tr>
<tr>
<td>Own Residence</td>
<td>5</td>
<td>Own Residence</td>
<td>6</td>
</tr>
<tr>
<td>Public Campground</td>
<td>10</td>
<td>Public Campground</td>
<td>11</td>
</tr>
<tr>
<td>Private Campground</td>
<td>14</td>
<td>Private Campground</td>
<td>12</td>
</tr>
<tr>
<td>Other 1</td>
<td>9</td>
<td>Other 1</td>
<td>7</td>
</tr>
</tbody>
</table>

1For listing of other accommodations used, see Appendix 8.
### Table 47
Length of stay for visitors at Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Length of Stay</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Hours or Less</td>
<td>3</td>
</tr>
<tr>
<td>Between 2 and 6 Hours (1/2 day)</td>
<td>42</td>
</tr>
<tr>
<td>Between 6 and 12 Hours (1 day)</td>
<td>24</td>
</tr>
<tr>
<td>Two Days</td>
<td>26</td>
</tr>
<tr>
<td>Three Days</td>
<td>4</td>
</tr>
<tr>
<td>Four Days</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Five Days</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

### Table 48
Overnight accommodations used by respondents who visited Mesa Verde for more than one day (n=138)

<table>
<thead>
<tr>
<th>Type of Accommodations Used</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Park Service Campground</td>
<td>48</td>
</tr>
<tr>
<td>Hotel/Motel/Cabin</td>
<td>43</td>
</tr>
<tr>
<td>Private RV Campground</td>
<td>5</td>
</tr>
<tr>
<td>Forest Service Campground</td>
<td>1</td>
</tr>
<tr>
<td>Hostel</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bed and Breakfast in Cortez</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Car or Camper in Parking lot</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
TRAVEL PATTERN WITHIN PARK
Respondents were asked to record the order in which they visited selected locations inside Mesa Verde (Figure 10). The museum saw the highest proportion of visitors (74%), and Morefield Ranger Station saw the least (8%). Table 49 shows the park locations sorted by the order in which they were visited. For example, if respondents visited Morefield Ranger Station, they were most likely to visit it second on their travel route. However, only 8% of the respondents stopped there, making Morefield Ranger Station one of the least visited locations in Mesa Verde. The most popular location in the park is the museum (Table 50) although most of the respondents made several other stops before touring it. Twenty seven percent of the respondents said they stopped at the FarViewVisitor Center first (Table 50). Of those respondents who visited Morefield Campground (21%), 81% of them stopped there first. This indicates that visitors who plan to camp will likely stop at the campground before visiting any other locations in Mesa Verde.

Below is a map of Mesa Verde. Please trace your travel route within the park. Simply write 1, 2, 3, and so forth in the boxes for each place you visited in the order you visited them. Leave the places you did not visit blank.

Figure 10: Map of Mesa Verde used for assessing visitor use patterns.
Table 49

Visitation sequence of selected locations inside Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Median¹</th>
<th>Location in Most Common Sequence, If Visited²</th>
<th>% Who Visited</th>
<th>Popularity Rating³</th>
<th>% to Visit 1st</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Morefield Campground</td>
<td>21</td>
<td>12/17</td>
<td>18</td>
</tr>
<tr>
<td>1</td>
<td>Morefield Ranger Station</td>
<td>8</td>
<td>17/17</td>
<td>4</td>
</tr>
<tr>
<td>1</td>
<td>Park Point</td>
<td>44</td>
<td>7/17</td>
<td>23</td>
</tr>
<tr>
<td>2</td>
<td>Far View Visitor Center</td>
<td>69</td>
<td>4/17</td>
<td>27</td>
</tr>
<tr>
<td>4</td>
<td>Spruce Tree House</td>
<td>72</td>
<td>2/17</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Cliff Palace</td>
<td>71</td>
<td>3/17</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>Museum</td>
<td>74</td>
<td>1/17</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>Roadside Overlooks (Wetherill)</td>
<td>19</td>
<td>14/17</td>
<td>&lt;1</td>
</tr>
<tr>
<td>5</td>
<td>Step House Ruin</td>
<td>29</td>
<td>9/17</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>Badger House Community</td>
<td>25</td>
<td>11/17</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>Balcony House</td>
<td>49</td>
<td>5/17</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Long House Ruin</td>
<td>29</td>
<td>10/17</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Far View Ruin</td>
<td>31</td>
<td>8/17</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Cedar Tree Tower</td>
<td>20</td>
<td>13/17</td>
<td>&lt;1</td>
</tr>
<tr>
<td>6</td>
<td>Mesa Top Ruins Loop</td>
<td>48</td>
<td>6/17</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>Ute Tribe Snacks and Gifts</td>
<td>16</td>
<td>15/17</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>Soda Canyon Overlook</td>
<td>15</td>
<td>16/17</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

¹ Median position of location in overall sequence.

² The order presented in this column was derived from the median and sorted in the order by which each site is visited relative to the others. (Ranking derived from the median, the 25th and 75th percentiles and the number of visitors. Difference of upper and lower hinge = first order tie breaker, highest n = second order tie breaker.) For same data sorted by popularity ratings, see Table 50.

³ Popularity rating is the percent of visitors who visited each location expressed as a fraction relative to the total number of locations (17).
<table>
<thead>
<tr>
<th>Median</th>
<th>Location in Most Common Sequence, If Visited</th>
<th>% Who Visited</th>
<th>Popularity Rating</th>
<th>% to Visit 1st</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Museum</td>
<td>74</td>
<td>1/17</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>Spruce Tree House</td>
<td>72</td>
<td>2/17</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Cliff Palace</td>
<td>71</td>
<td>3/17</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>Far View Visitor Center</td>
<td>69</td>
<td>4/17</td>
<td>27</td>
</tr>
<tr>
<td>5</td>
<td>Balcony House</td>
<td>49</td>
<td>5/17</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>Mesa Top Ruins Loop</td>
<td>48</td>
<td>6/17</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>Park Point</td>
<td>44</td>
<td>7/17</td>
<td>23</td>
</tr>
<tr>
<td>5</td>
<td>Far View Ruin</td>
<td>31</td>
<td>8/17</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Step House Ruin</td>
<td>29</td>
<td>9/17</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>Long House Ruin</td>
<td>29</td>
<td>10/17</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Badger House Community</td>
<td>25</td>
<td>11/17</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>Morefield Campground</td>
<td>21</td>
<td>12/17</td>
<td>18</td>
</tr>
<tr>
<td>5</td>
<td>Cedar Tree Tower</td>
<td>20</td>
<td>13/17</td>
<td>&lt;1</td>
</tr>
<tr>
<td>4</td>
<td>Roadside Overlooks (Wetherhill)</td>
<td>19</td>
<td>14/17</td>
<td>&lt;1</td>
</tr>
<tr>
<td>6</td>
<td>Ute Tribe Snacks and Gifts</td>
<td>16</td>
<td>15/17</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>Soda Canyon Overlook</td>
<td>15</td>
<td>16/17</td>
<td>&lt;1</td>
</tr>
<tr>
<td>1</td>
<td>Morefield Ranger Station</td>
<td>8</td>
<td>17/17</td>
<td>4</td>
</tr>
</tbody>
</table>

1 Median position of location in overall sequence.

2 Popularity rating is the percent of visitors who visited each location expressed as a fraction relative to the total number of locations (17).
LEVEL OF KNOWLEDGE AND VISITOR MOTIVATIONS

When asked to rate their level of knowledge of the history of the Mesa Verde Anasazi, respondents described their level of understanding as fairly low (Figure 11). A second measure asking them to rate their level of knowledge after their visit indicated that respondents felt that they had learned quite a bit during their visit and gave themselves much higher ratings. A similar trend can be seen in a question asking respondents to rate their level of interest in learning more about the Anasazi (Figure 12). These increases suggest that the interpretive approach at Mesa Verde is enabling visitors to increase their knowledge, and as a result of their visit, they are interested in learning more about the Anasazi.

To assess the motives for why visitors come to Mesa Verde, respondents were asked to describe their reasons for visiting using an importance scale of one to five (1 = not important, 5 = of utmost importance). Motives are presented here in three groups based on questions which measured visitor motives toward (1) learning and personal growth, (2) experiencing the natural environment at a park, and (3) desires to socialize and to perform activities. The results show that visitors are motivated to visit Mesa Verde primarily to learn, look at scenery, and spend time with their families.

A desire "to learn how people lived back then" was the most important motivation for Mesa Verde visitors (Figure 13). However, motives involving scenery and nature (Figure 14) and opportunities to spend time with family (Figure 15) were also important. The wish to experience solitude was the least important reason for visiting the park (Figure 14).

Other reasons why a respondent may have visited Mesa Verde were explored using an open-ended question format. The results of this question were grouped into twelve categories (Table 51). Among the open-ended responses, the most popular reason for visiting Mesa Verde was a desire to expand general interest in history. Other reasons often given were that Mesa Verde had been recommended by a friend or that they had read about the park in a book.

![Histogram showing how respondents rated their level of knowledge regarding the history of the Mesa Verde Anasazi. Bars indicate the percent of respondents who rated themselves in the corresponding category.](image-url)
Figure 12: Histogram showing how respondents assessed their degree of interest in learning more about the Mesa Verde Anasazi. Bars indicate the number of respondents who rated themselves in the corresponding category.

Figure 13: Ratings of motivation categories regarding educational and personal growth (Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.)
Figure 14: Ratings of motivation categories regarding the general atmosphere (non-archaeological) of Mesa Verde. (Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.)

Figure 15: Ratings of motivation categories regarding social and activity related aspects of Mesa Verde. (Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.) n=442.
Table 51
List of general categories sorted from responses to an open-ended format question regarding other reasons that motivated respondents to visit Mesa Verde (n=442)
*A complete list of transcribed responses can be found in Appendix 9.*

<table>
<thead>
<tr>
<th>Additional Reasons for Visiting Mesa Verde</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Expand a General Interest in History/Indian Cultures</td>
<td>7</td>
</tr>
<tr>
<td>Someone Recommended Mesa Verde</td>
<td>6</td>
</tr>
<tr>
<td>Wanted to Visit Mesa Verde after Reading About it</td>
<td>5</td>
</tr>
<tr>
<td>Mesa Verde is Part of the 4-Corners Area</td>
<td>5</td>
</tr>
<tr>
<td>Had Visited Before and Wanted to Return</td>
<td>3</td>
</tr>
<tr>
<td>To Experience an Outdoor Environment</td>
<td>2</td>
</tr>
<tr>
<td>To Show Mesa Verde to a Friend or Relative, etc.</td>
<td>2</td>
</tr>
<tr>
<td>To Seek Meaning in a Humanistic or Spiritual Context</td>
<td>1</td>
</tr>
<tr>
<td>Because it is a National Park</td>
<td>1</td>
</tr>
<tr>
<td>Generally Curious</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Have Always wanted to Come to Mesa Verde</td>
<td>&lt;1</td>
</tr>
<tr>
<td>On a Field Trip or Traveling with a Special Interest Group</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

**Visitor Ratings of Park Opportunities, Services and Facilities**
Respondents were asked to assess the importance of visitor facilities (e.g., souvenir shops) and opportunities (e.g., access to ruins) that are provided at Mesa Verde. This was done by giving respondents a list of park attributes and asking them to rate their importance on a scale from one to five (1=not important, 5=of utmost importance). The results of this question are presented in three categories of attributes which represent interpretive attributes (Figure 16), attributes that influence mobility and independence (Figure 17), attributes such as facilities that are, or could be, provided at Mesa Verde (Figure 18), and other attributes (Appendix 10).

When asked to rate the importance of various forms of interpretive media, respondents rated all forms except “information and activities for kids” as very important (Figure 16). Programs and activities for kids were seen as moderately important. When the responses to the importance of child-oriented activities are separated by those respondents traveling with families and those not, the difference between the two groups is only slight. Respondents who said they were traveling with families rated activities for kids as slightly above “moderately important” (x = 3.3) and those not with families rated them just below (x = 2.9). When respondents traveling with children less than twelve years old were selected, the importance of activities for kids increases slightly (Figure 19). These results suggest that the most effective target audience for such programs would be families with children under twelve, although there is general support for these programs among all visitors.

Park attributes that increase visitor comforts and conveniences had the lowest overall importance means (Figure 18). Of these, “a place to buy souvenirs” rated as the least important in making a respondent’s visit more enjoyable. An attribute that measured the importance of visitor independence (“being able to look around on my own”) ranked highest among attributes that affect visitor mobility and access (Figure 17).

Respondents were asked to rate the usefulness of a proposed visitor center to be located at the park entrance. A majority of the respondents rated it as either very useful (44%) or moderately useful (20%) (Figure 20).

Because of crowding and the impact of those crowds on the park resources, the National Park
Figure 16: Histogram showing importance of selected interpretive attributes at Mesa Verde. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.

Figure 17: Histogram showing importance of selected mobility and independence attributes at Mesa Verde. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.
Figure 18: Histogram showing importance of selected convenience attributes at Mesa Verde. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.

Figure 19: Ratings of the interpretive attributes category "programs and activities just for kids". Bars indicate the mean on a 1 - 5 scale. Error bars represent one standard deviation. Cases in categories C, D, and E are included in category B.
Figure 20: Respondent opinions as to the usefulness of a new visitor center proposed for the entrance at Mesa Verde.

Service may have to consider limiting access to all or part of the park. In order to assess how visitors feel about such action, a question was included in the survey that presented visitors with a list of possible use limiting management actions and asked respondents to indicate their preferred option or to provide their own suggestion. The alternatives presented to visitors were (1) a reservation system where visitors would make reservations to visit ahead of time, (2) a first-come, first-served system, (3) neither option, and (4) another option. Among these, the establishment of a reservation system at Mesa Verde was the most popular with 56% favoring this option (Table 52). Nineteen percent (19%) preferred to take their chances on getting in to the park on a first-come, first-served basis. Sixteen percent (16%) provided additional suggestions which included a system that combined reservations with a first-come, first-served approach (8%) and instituting a reservation system for selected sites (2%).

In an open-ended question, respondents were asked to explain what they most enjoyed about their visit. These responses were transcribed (Appendix 11) and then grouped into categories. Categories were created in a subjective manner where responses that were similar (such as those that commented on rangers) were placed together. Individual responses were divided into these categories if necessary. For example, one respondent may have had positive things to say about the rangers, the learning process, and the museum. This single response was then divided into three categories. The numbers of responses in these groups were then tallied and are presented in Table 53. Results show that many respondents (22%) enjoyed their encounters with rangers and staff, 21% mentioned that they enjoyed seeing the ruins, 20% enjoyed learning about the Anasazi, and 18% felt that being able to get up close to the ruins was a positive aspect of their visit.

Things that visitors felt detracted from their experience at Mesa Verde were also assessed using an open-ended question. Responses were transcribed and grouped in the same way that other open-ended questions were treated (as described above). The most common response was that there was nothing about their visit that bothered respondents. The greatest single characteristic that
Table 52
Options for limiting the number of visitors to Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Preferred Options for Limiting Number of Visitors to Mesa Verde</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>A reservation system where you would make reservations to visit Mesa Verde ahead of time.</td>
<td>56</td>
</tr>
<tr>
<td>A first-come, first-served system where you would take your chances on getting in each day.</td>
<td>19</td>
</tr>
<tr>
<td>Neither of the above options.</td>
<td>8</td>
</tr>
<tr>
<td>Another option(^1)</td>
<td>16</td>
</tr>
</tbody>
</table>

\(^1\)Other Options Listed by Respondents for Limiting Visitor Numbers: A combination of reservations and first-come, first-served (8%), Institute a reservation system for some sites (2%), Initiate more trams and buses (1%), Limit access to sites not park (1%), Enforce existing rules and regulations more stringently (<1%), Reservations but only on alternating days (<1%), Open more areas in the park to alleviate congestion (<1%), Raise entrance fees (<1%), Reservations but only during peak season (<1%), Easier and more efficient exits out of the ruins (<1%), Close sections of park on a bimannual basis to let it heal (<1%), Only let dedicated visitors in to park (<1%), Close park to all access (<1%), Reservations but only one day in advance (<1%).

Table 53
Breakdown of responses by category from an open-ended format question regarding aspects of Mesa Verde most enjoyed by respondents (n=442)

For full list of transcribed responses grouped in the categories below, see Appendix 11.

<table>
<thead>
<tr>
<th>Aspects of Mesa Verde that Respondents Found Enjoyable</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Rangers and Staff</td>
<td>22</td>
</tr>
<tr>
<td>Seeing the Ruins in General</td>
<td>21</td>
</tr>
<tr>
<td>The Process of Learning About the Anasazi</td>
<td>20</td>
</tr>
<tr>
<td>The Scenery</td>
<td>20</td>
</tr>
<tr>
<td>Being Able to Access Ruins</td>
<td>18</td>
</tr>
<tr>
<td>Seeing a Specific Ruin or Feature</td>
<td>15</td>
</tr>
<tr>
<td>The Museum Exhibits</td>
<td>13</td>
</tr>
<tr>
<td>Various National Park Amenities and Facilities</td>
<td>8</td>
</tr>
<tr>
<td>Wildlife and the Natural Setting</td>
<td>7</td>
</tr>
<tr>
<td>Undertaking Activities such as Hiking, Camping etc.</td>
<td>6</td>
</tr>
<tr>
<td>Being with Family and Other People</td>
<td>3</td>
</tr>
<tr>
<td>Concessionaire Related Facilities</td>
<td>3</td>
</tr>
<tr>
<td>Everything was Positive</td>
<td>3</td>
</tr>
<tr>
<td>The Peace and Quiet</td>
<td>2</td>
</tr>
<tr>
<td>The Nice Weather</td>
<td>2</td>
</tr>
<tr>
<td>The Opportunity for Independence</td>
<td>1</td>
</tr>
</tbody>
</table>
respondents disliked about their visit was a sense of crowdedness (Table 54). Many who elaborated as to why the crowds bothered them said that having to wait in lines to see ruins was the most displeasing (Appendix 12).

Respondents were also asked if there was anything else they would like to comment on regarding their visit. Many respondents used this section to elaborate on comments they made in earlier questions. Others used this space to recount their trip, thank the Park Service, expound upon the benefits they gained from their visit, or even write statements that could be considered rather bizarre. Transcribed results from this open-ended question are provided in Appendix 13.

**Characteristics of Wetherill Mesa Visitors**

The previous discussion described the sample of visitors to Mesa Verde. Park managers suspected that visitors who travel out to Wetherill Mesa (a more secluded, less traveled portion of the park) may have characteristics that are somewhat different from those who do not, and asked that we perform a separate analysis of those visitors and compare them to those who do not visit that part of the park.

Wetherill Mesa lies on the western end of the park and is accessed by a 20 mile paved road. There are few facilities and no museum, and it is visited by significantly fewer visitors than the Chapin Mesa portion of Mesa Verde. Because this study is designed to assess whether park attributes, such as facility availability, affect visitor experiences and motivations, a look at Wetherill visitors provides an opportunity to see if such influences can be seen within the same park.

Many of the respondents who visited Wetherill Mesa stayed at Mesa Verde for a significantly longer period of time than those who did not visit Wetherill (Figure 21). A majority of Wetherill Mesa visitors were at Mesa Verde for more than one day. An analysis of travel patterns inside Mesa Verde showed no significant trends that would indicate whether respondents at Wetherill go there earlier or later in their visit.

Visitors who did not visit Wetherill were slightly more likely to be visiting Mesa Verde for the first time (Figure 22). Group type varied somewhat between the two groups (Figure 23). There were proportionately more families and couples among Wetherill visitors than non-visitors, and none of the visitors that visited Wetherill were traveling with a tour group or special interest group.

Figure 24 shows that respondents who visited Wetherill Mesa tended to rate their level of knowledge of the Mesa Verde Anasazi slightly greater than those who did not visit Wetherill. Those same visitors viewed a calm atmosphere, a sense of isolation, and a lack of crowds as more important than respondents who did not visit Wetherill Mesa (Figure 25). Wetherill Mesa visitors also valued being in a remote setting more strongly than those who did not visit Wetherill Mesa (Figure 26).

Dividing the sample into these two groups demonstrated that there are differences in visitor motivations and experiences among visitors to different regions of the park. In this case the slightly more primitive and less travelled nature of Wetherill Mesa may be attracting visitors who desire opportunities for solitude and remoteness.

**Discussion and Recommendations**

A general profile of visitors to Mesa Verde shows them to be fairly well-educated and to have careers in a wide variety of fields and professions. Many live in the Western U.S. and are visiting Mesa Verde as a part of a larger travel plan. Most of the respondents have children, are travelling with their families when they visit, and have come to Mesa Verde for the first time. Respondents said they were motivated to see Mesa Verde by a desire to learn, to look at scenery, and to do things with their families.

The desire to learn is probably a strong factor behind the visitor-perceived importance of interpretive attributes above all others at Mesa Verde. Managers at Mesa Verde were curious about the demand for interpretive programs designed specifically for children. Visitors responded favorably to this idea. Those who were travelling with children under twelve were most likely to view such
Table 54  
Breakdown of results from an open-ended format question regarding aspects of visit that bothered respondents (n=442)  
For a complete listing of transcribed responses, see Appendix 12.

<table>
<thead>
<tr>
<th>Aspects of Visit that were Detracting</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Facilities (parking, viewpoints etc.)</td>
<td>19</td>
</tr>
<tr>
<td>Park was Too Crowded</td>
<td>19</td>
</tr>
<tr>
<td>Information and Interpretive Aspects of Visit</td>
<td>9</td>
</tr>
<tr>
<td>Displeasure with Food, Prices or Lodging</td>
<td>6</td>
</tr>
<tr>
<td>Annoying Behavior of Other Visitors</td>
<td>5</td>
</tr>
<tr>
<td>High Altitude or Bad Weather</td>
<td>4</td>
</tr>
<tr>
<td>Trails are Too Steep</td>
<td>2</td>
</tr>
<tr>
<td>Bad or Discourteous Drivers</td>
<td>2</td>
</tr>
<tr>
<td>Not Enough Hiking Trails</td>
<td>2</td>
</tr>
</tbody>
</table>

Figure 21: Length of stay differences between respondents who visited Wetherill Mesa and those who did not. Differences are significant at the $\alpha=.001$ using Pearson $\chi^2$. 

52
Figure 22: Ratio of repeat visitors between Wetherill Mesa respondents and respondents who did not visit Wetherill Mesa.

Figure 23: Ratio of different group types between respondents who visited Wetherill Mesa and those who did not.
Figure 24: Histogram showing how respondent ratings regarding their level of knowledge of the Mesa Verde Anasazi differ between Wetherill Mesa Visitors and those who did not visit Wetherill Mesa.

Figure 25: Histogram showing different degrees of importance for selected motivation categories. 1=Not important, 2=slightly important, 3=moderately important, 4=very important, 5=of utmost importance. Bars indicate the mean on a 1 - 5 rating scale. Some categories were excluded because their differences were very small. P=probability from pooled variances T test. If P≥.05, then differences are not significant.
Figure 26: Histogram showing different degrees of importance for selected park attribute categories. A=Not important, B=Slightly important, C=Moderately important, D=Very important, E=Of utmost importance. Bars indicate the mean on a 1 - 5 rating scale. Some categories were excluded because their differences were very small. P=probability from pooled variances T test. If P≤.05, then differences are not significant.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Mean</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being able to look around on my own</td>
<td>3.9</td>
<td>.001</td>
</tr>
<tr>
<td>Shady places near the ruins</td>
<td>3.7</td>
<td>.003</td>
</tr>
<tr>
<td>A snack bar or restaurant</td>
<td>2.8</td>
<td>.017</td>
</tr>
<tr>
<td>A place to buy souvenirs</td>
<td>3.2</td>
<td>.008</td>
</tr>
<tr>
<td>Ranger-led talks, presentations</td>
<td>3.5</td>
<td>.007</td>
</tr>
<tr>
<td>Being in a remote setting</td>
<td>2.7</td>
<td>.029</td>
</tr>
<tr>
<td>Being able to walk inside the ruins</td>
<td>3.9</td>
<td>.021</td>
</tr>
</tbody>
</table>

Programs as important. This would indicate that there is support within the summer season visitor population for such programs, and the target audience should be families travelling with children under twelve.

Differences were found between the respondents who visited Wetherill Mesa (a slightly more secluded portion of Mesa Verde) and those who did not. Those who visited Wetherill Mesa were more likely to stay at the park longer and to rate their level of knowledge regarding the Mesa Verde Anasazi slightly higher than those not visiting Wetherill Mesa. Respondents visiting Wetherill rated the importance of a park environment that is not crowded and provides opportunities for solitude significantly higher than those who did not visit Wetherill Mesa. While those who did not visit Wetherill Mesa also value these aspects of their visit, they also consider the social aspects of their visit important.

Respondents replied favorably to the proposed construction of a new visitor center and preferred a reservation system over a first-come, first-served approach to limiting the number of visitors to the park. However, since visitors also rated opportunities for independence and access as very important, it would seem that management actions that severely restrict self-reliance and mobility could detract from visitor experiences at Mesa Verde.

There are potential trade-offs with any change from the present unrestricted access system. If visitor numbers were restricted, or if many of the ruins were closed to access, then some of the feelings of independence visitors currently experience would be lost. However, such a change may result in an increase in the quality of other experience attributes. For example, the most common single complaint voiced by respondents was a feeling that Mesa Verde was too crowded. If crowding were actually reduced in some way, then the opportunities for learning and the experiences of being close to the ruins within a natural environment might be enhanced.

This study suggests that visitors at Mesa Verde are seeking opportunities to learn about the prehistory of the Anasazi within a setting where cultural sites can be experienced firsthand. Scenic aspects of their visit are also important as are
opportunities to be with their families. Visitors at Wetherill Mesa are seeking an experience that is enhanced by the lesser degree of development found in that part of the park. Their responses indicate that the maintenance of a park setting that is less crowded and has fewer services and facilities than Chapin Mesa is important.

If the experiences currently being found by visitors at both Chapin Mesa and Wetherill Mesa are to be maintained, a high degree of interpretation through the use of ranger-led talks, interpretive booklets and signs, and museum displays should continue to be provided throughout the park. Visitor access to ruins is also an important aspect of the experiences being sought; future limits on access should be carefully weighed against the impact that limits on access will have on experiences. Actions on Wetherill Mesa that may significantly increase the number of visitors there would also alter the current setting and may detract from the experience that visitors at Wetherill Mesa are currently seeking.

**WUPATKI NATIONAL MONUMENT RESULTS**

All of the findings from the research carried out at Wupatki are presented in this section. Results are arranged according to categories that were outlined in the list of project objectives. The comparison of these results to the other two parks in this study is presented in a separate section.

**VISITOR CHARACTERISTICS**

As with the previous two parks, visitors at Wupatki are at a life stage where most of them have completed at least some college with 30% having attained a masters degree or higher (Table 55). Most visitors at Wupatki indicated that they are employed full-time (Table 56), and collectively they work in a wide variety of professions (Table 57). The mean age of respondents was 46 (Table 58).

A majority of the respondents were married and had children (Table 59), but most were not travelling with their families. Only 27% of visitors were travelling with someone under the age of 20 (Table 60), and most were either travelling alone or with other adults between the ages of 20 and 62. The type of group respondents were travelling with varied, but many were either visiting as a family group or with their spouse (Table 61). Group sizes ranged from one to 50 persons with most travelling in groups of two people (Table 62).

When asked to define their ethnic or racial origin, most visitors (93%) classified themselves as Anglo (Table 63). The largest percentage of visitors lived in Arizona or California (Table 64) and 17% of the respondents were from a country other than the United States. Of those foreign visitors, the largest percentage were from Germany (61%) and from England (18%). To minimize potential bias that may have resulted from language barriers between the interviewer and non-English speaking visitors, we assumed that visitors who could not speak English were from a country outside the U.S. A tally of rejections due to language barriers were tabulated and added to the number of foreign visitors. As a result, the total percent of foreign visitors at Wupatki rises to 26%. Because these ratios are approximations, the actual percentage of foreign visitors to Wupatki during the summer season likely ranges between 16 and 26%.

**TRAVEL PATTERNS OUTSIDE PARK, TRIP TYPE AND LENGTH OF STAY**

A majority of the respondents classified their trip to Wupatki as part of a larger travel plan (Table 65). Eighty-four percent (84%) of the respondents were visiting Wupatki for the first time (Table 66), and most of those who were repeat visitors had visited Wupatki some time in the past 10 years (Table 67). When asked about visiting other cultural parks on this trip, 31% of the respondents said they were also visiting Walnut Canyon National Monument as part of their trip (Table 68). Montezuma Castle National Monument was also a fairly popular cultural stop on their vacation.

Flagstaff, AZ was the location most commonly chosen for overnight accommodations before visiting Wupatki (Table 69). The percentage of visitors staying in Flagstaff after their visit to Wupatki is considerably less (Table 70). The most common
Table 55
Education level of respondents at Wupatki (n=423)

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8th Grade or Less</td>
<td>0</td>
</tr>
<tr>
<td>9-11th Grade</td>
<td>1</td>
</tr>
<tr>
<td>12th Grade-H.S. Graduate</td>
<td>7</td>
</tr>
<tr>
<td>13-15 Yrs. Some College, Business, Trade School</td>
<td>28</td>
</tr>
<tr>
<td>16 Yrs. College, University Graduate</td>
<td>22</td>
</tr>
<tr>
<td>17+ Yrs. Some Graduate Work</td>
<td>10</td>
</tr>
<tr>
<td>Masters, Doctorate or Professional Degree</td>
<td>30</td>
</tr>
</tbody>
</table>

Table 56
Employment status of respondents at Wupatki (n=423)

<table>
<thead>
<tr>
<th>Employment Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed Full Time</td>
<td>68</td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>5</td>
</tr>
<tr>
<td>Homemaker</td>
<td>7</td>
</tr>
<tr>
<td>Student</td>
<td>6</td>
</tr>
<tr>
<td>Unemployed</td>
<td>1</td>
</tr>
<tr>
<td>Retired but Working Full Time</td>
<td>1</td>
</tr>
<tr>
<td>Retired but Working Part Time</td>
<td>4</td>
</tr>
<tr>
<td>Retired, Not Working</td>
<td>12</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>Occupation Listed</td>
<td>Percent</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Teacher</td>
<td>14</td>
</tr>
<tr>
<td>Business Manager/Supervisor</td>
<td>8</td>
</tr>
<tr>
<td>Engineer</td>
<td>7</td>
</tr>
<tr>
<td>Construction Worker</td>
<td>7</td>
</tr>
<tr>
<td>Marketing</td>
<td>6</td>
</tr>
<tr>
<td>Computer Technician</td>
<td>6</td>
</tr>
<tr>
<td>Banking Services</td>
<td>6</td>
</tr>
<tr>
<td>Researcher</td>
<td>5</td>
</tr>
<tr>
<td>Physician</td>
<td>3</td>
</tr>
<tr>
<td>Secretary</td>
<td>3</td>
</tr>
<tr>
<td>Accountant</td>
<td>3</td>
</tr>
<tr>
<td>Artist</td>
<td>2</td>
</tr>
<tr>
<td>Government Employee</td>
<td>2</td>
</tr>
<tr>
<td>Nurse</td>
<td>2</td>
</tr>
<tr>
<td>Real Estate</td>
<td>2</td>
</tr>
<tr>
<td>Mechanic</td>
<td>2</td>
</tr>
<tr>
<td>Resource Manager</td>
<td>2</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>2</td>
</tr>
<tr>
<td>Military Service</td>
<td>2</td>
</tr>
<tr>
<td>Retail</td>
<td>2</td>
</tr>
<tr>
<td>Small Business Owner</td>
<td>2</td>
</tr>
<tr>
<td>Attorney</td>
<td>1</td>
</tr>
<tr>
<td>Therapist</td>
<td>1</td>
</tr>
<tr>
<td>Social Worker</td>
<td>1</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>1</td>
</tr>
<tr>
<td>Ecclesiastical Profession</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Museum Specialist</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Paralegal</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Table 58  
Ages of Respondents at Wupatki (n=430)

<table>
<thead>
<tr>
<th>Age Ranges in Years of Age</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>80-60 Years Old</td>
<td>14</td>
</tr>
<tr>
<td>59-50 Years Old</td>
<td>13</td>
</tr>
<tr>
<td>49-40 Years Old</td>
<td>38</td>
</tr>
<tr>
<td>39-30 Years Old</td>
<td>24</td>
</tr>
<tr>
<td>29-18 Years Old</td>
<td>11</td>
</tr>
</tbody>
</table>

Table 59  
Family status of respondents at Wupatki (n=418)

<table>
<thead>
<tr>
<th>Status Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single, No Children</td>
<td>25</td>
</tr>
<tr>
<td>Married, No Children</td>
<td>17</td>
</tr>
<tr>
<td>Married With Children</td>
<td>51</td>
</tr>
<tr>
<td>Single Parent With Children</td>
<td>6</td>
</tr>
</tbody>
</table>

Table 60  
Group characteristics at Wupatki (n=446)

<table>
<thead>
<tr>
<th>Group Profile</th>
<th>Percent</th>
<th>Cum.%¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents Travelling with Preschoolers</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Respondents Travelling with Children (&lt;12 yrs old)</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Respondents Travelling with Teenagers</td>
<td>13</td>
<td>27</td>
</tr>
<tr>
<td>Respondents Travelling with Anyone Over 62</td>
<td>14</td>
<td>42</td>
</tr>
<tr>
<td>Those not with Children or Anyone Over 62</td>
<td>55</td>
<td>97</td>
</tr>
<tr>
<td>Those Travelling Alone</td>
<td>3</td>
<td>100</td>
</tr>
</tbody>
</table>

¹Cum.% represents percent of all respondents who entered amounts in the corresponding category or one or more of the categories above it.
### Table 61
Types of groups visiting Wupatki (n=420)

<table>
<thead>
<tr>
<th>Type of Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td>6</td>
</tr>
<tr>
<td>A Couple</td>
<td>37</td>
</tr>
<tr>
<td>Family</td>
<td>29</td>
</tr>
<tr>
<td>Two or More Families or Relatives Together</td>
<td>4</td>
</tr>
<tr>
<td>Family and Friends</td>
<td>7</td>
</tr>
<tr>
<td>Two or More Friends Together</td>
<td>15</td>
</tr>
<tr>
<td>Special Interest Group - Tour Group, School, Etc.</td>
<td>2</td>
</tr>
</tbody>
</table>

### Table 62
Group size at Wupatki (n=423)

<table>
<thead>
<tr>
<th>Group Size</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td>6</td>
</tr>
<tr>
<td>2 Persons</td>
<td>53</td>
</tr>
<tr>
<td>3 Persons</td>
<td>13</td>
</tr>
<tr>
<td>4 Persons</td>
<td>16</td>
</tr>
<tr>
<td>5 Persons</td>
<td>7</td>
</tr>
<tr>
<td>6-10 Persons</td>
<td>5</td>
</tr>
<tr>
<td>11-50 Persons</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

### Table 63
Race or ethnic background of respondents at Wupatki

<table>
<thead>
<tr>
<th>Race or Ethnic Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, not of Hispanic Origin</td>
<td>93</td>
</tr>
<tr>
<td>Refused to Answer</td>
<td>2</td>
</tr>
<tr>
<td>Hispanic</td>
<td>2</td>
</tr>
<tr>
<td>Asian or Pacific Islanders</td>
<td>2</td>
</tr>
<tr>
<td>Black, not of Hispanic Origin</td>
<td>&lt;1</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>0</td>
</tr>
<tr>
<td>State</td>
<td>Percent</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Arizona</td>
<td>22</td>
</tr>
<tr>
<td>California</td>
<td>18</td>
</tr>
<tr>
<td>New York</td>
<td>4</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>3</td>
</tr>
<tr>
<td>Texas</td>
<td>3</td>
</tr>
<tr>
<td>Colorado</td>
<td>2</td>
</tr>
<tr>
<td>Florida</td>
<td>2</td>
</tr>
<tr>
<td>Illinois</td>
<td>2</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>2</td>
</tr>
<tr>
<td>New Jersey</td>
<td>2</td>
</tr>
<tr>
<td>Ohio</td>
<td>2</td>
</tr>
<tr>
<td>Washington</td>
<td>2</td>
</tr>
<tr>
<td>Georgia</td>
<td>1</td>
</tr>
<tr>
<td>Kansas</td>
<td>1</td>
</tr>
<tr>
<td>Maryland</td>
<td>1</td>
</tr>
<tr>
<td>Michigan</td>
<td>1</td>
</tr>
<tr>
<td>Oregon</td>
<td>1</td>
</tr>
<tr>
<td>Tennessee</td>
<td>1</td>
</tr>
<tr>
<td>Virginia</td>
<td>1</td>
</tr>
<tr>
<td>Alabama</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Alaska</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Arkansas</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Connecticut</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>Percent</th>
<th>Country</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>11</td>
<td>France</td>
<td>&lt;1</td>
</tr>
<tr>
<td>England</td>
<td>3</td>
<td>Holland</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Canada</td>
<td>1</td>
<td>Israel</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Albania</td>
<td>&lt;1</td>
<td>Italy</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Australia</td>
<td>&lt;1</td>
<td>Japan</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Austria</td>
<td>&lt;1</td>
<td>Switzerland</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Belgium</td>
<td>&lt;1</td>
<td>Venezuela</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Denmark</td>
<td>&lt;1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 65
Type of trip respondents were on while visiting Wupatki (n=421)

<table>
<thead>
<tr>
<th>Type of Trip</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation to Wupatki</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Vacation with Wupatki as Part of a Larger Travel Plan</td>
<td>55</td>
</tr>
<tr>
<td>Weekend or Multi-day Trip</td>
<td>14</td>
</tr>
<tr>
<td>Day Outing</td>
<td>7</td>
</tr>
<tr>
<td>Visit for Several Hours or Less Than a Day</td>
<td>9</td>
</tr>
<tr>
<td>Passing Through</td>
<td>12</td>
</tr>
<tr>
<td>Business Trip</td>
<td>2</td>
</tr>
</tbody>
</table>

Table 66
Ratio of first time visitors to repeat visitors at Wupatki (n=423)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Time Visitors</td>
<td>84</td>
</tr>
<tr>
<td>Repeat Visitors</td>
<td>16</td>
</tr>
</tbody>
</table>

Table 67
Number of years since repeat visitors were last at Wupatki (n=423)

<table>
<thead>
<tr>
<th>Year of Last Visit</th>
<th>Percent</th>
<th>Year of Last Visit</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>3</td>
<td>11 years</td>
<td>1</td>
</tr>
<tr>
<td>1 year</td>
<td>3</td>
<td>15 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>2 years</td>
<td>2</td>
<td>18 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>3 years</td>
<td>&lt;1</td>
<td>20 years</td>
<td>1</td>
</tr>
<tr>
<td>4 years</td>
<td>2</td>
<td>21 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>5 years</td>
<td>&lt;1</td>
<td>22 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>6 years</td>
<td>&lt;1</td>
<td>24 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>7 years</td>
<td>&lt;1</td>
<td>25 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>9 years</td>
<td>&lt;1</td>
<td>28 years</td>
<td>&lt;1</td>
</tr>
<tr>
<td>10 years</td>
<td>&lt;1</td>
<td>38 years</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Table 68

Complete list of cultural areas visited by respondents during their vacation (n=423)

<table>
<thead>
<tr>
<th>Cultural Area Visited</th>
<th>Percent</th>
<th>Cultural Area Visited</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walnut Canyon National Mon.</td>
<td>31</td>
<td>Eldon Pueblo Ruins</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Montezuma Castle Natl. Mon.</td>
<td>27</td>
<td>Puerco Ruins</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Mesa Verde National Park</td>
<td>15</td>
<td>Tonto National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Canyon de Chelly Natl. Mon.</td>
<td>14</td>
<td>Hopi Cultural Center</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Navajo National Monument</td>
<td>13</td>
<td>Picuris Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tuzigoot National Monument</td>
<td>13</td>
<td>El Malpais National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Hopi Mesas</td>
<td>9</td>
<td>Hovenweep National Monument</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Chaco Culture Natl. Hist. Park</td>
<td>4</td>
<td>Santo Domingo Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tusayan Ruins</td>
<td>2</td>
<td>Laguna Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bandelier National Monument</td>
<td>2</td>
<td>Three Rivers Petroglyphs</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Casa Grande National Mon.</td>
<td>1</td>
<td>Homolovi State Park</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Anasazi State Park</td>
<td>1</td>
<td>Santa Clara Pueblo</td>
<td>&lt;1</td>
</tr>
<tr>
<td>El Morro National Monument</td>
<td>1</td>
<td>Tumacoccari Mission</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Taos Pueblo</td>
<td>&lt;1</td>
<td>Tohono O'odham Reservation</td>
<td>&lt;1</td>
</tr>
<tr>
<td>San Juan Pueblo</td>
<td>&lt;1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 69

Most popular locations where respondents stayed the night before entering Wupatki (n=423)

For a complete listing see Appendix B.

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
<th>Location</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff, AZ</td>
<td>53</td>
<td>Munds Park, AZ</td>
<td>2</td>
</tr>
<tr>
<td>Grand Canyon, AZ</td>
<td>7</td>
<td>Prescott, AZ</td>
<td>1</td>
</tr>
<tr>
<td>Sedona, AZ</td>
<td>7</td>
<td>Scottsdale, AZ</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Williams, AZ</td>
<td>4</td>
<td>Chandler, AZ</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Phoenix, AZ</td>
<td>3</td>
<td>Winslow, AZ</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Page, AZ</td>
<td>2</td>
<td>Sunset Crater campground</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

Table 70

Most popular locations where respondents stayed the night after leaving Wupatki (n=423)

For a complete listing see Appendix B.

<table>
<thead>
<tr>
<th>Location</th>
<th>Percent</th>
<th>Location</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff, AZ</td>
<td>38</td>
<td>Holbrook, AZ</td>
<td>2</td>
</tr>
<tr>
<td>Grand Canyon, AZ</td>
<td>10</td>
<td>Cortez, CO</td>
<td>1</td>
</tr>
<tr>
<td>Sedona, AZ</td>
<td>8</td>
<td>Navajo Natl. Mon, AZ</td>
<td>1</td>
</tr>
<tr>
<td>Phoenix, AZ</td>
<td>5</td>
<td>Munds Park, AZ</td>
<td>1</td>
</tr>
<tr>
<td>Page, AZ</td>
<td>4</td>
<td>Sunset Crater CG.</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Williams, AZ</td>
<td>2</td>
<td>Fredonia, AZ</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
types of over-night accommodations used by respondents were hotels and motels (Table 71).

Most Wupatki visitors stayed for two hours or less (Table 72). For those who visited for more than one day, camping in a campground or on the roadside was the most common overnight sleeping accommodations used (Table 73). Only a small percentage of the respondents visited Wupatki for more than six hours.

**Travel Patterns Within Park**

Visitors were given a map of Wupatki and asked to record the sequence in which selected stops were visited (Figure 27). Travel patterns inside Wupatki show that most visitors entered through Sunset Crater National Monument and exited Wupatki's north entrance (Table 74). Once through Sunset Crater, most respondents travelled to the Wupatki visitor center before visiting other locations inside Wupatki (Table 75). The most popular site in Wupatki is Wupatki Ruin which is located next to the visitor center (Table 76).

Visitors who enter Wupatki National Monument from the north must pass by two ruins, Lomaki and Citadel, before arrival at the visitor center. Forty-six percent (46%) of the respondents who entered through the north entrance visited Lomaki ruin first, and 31% visited Citadel ruins first. Only 12% of the visitors who entered from the north drove straight to the visitor center before stopping.

Visitor travel patterns also revealed that 86% of visitors did not return to U.S. Highway 89 by the same route that they entered but travelled through the entire length of the park and exited at the opposite end from which they entered (Table 74).

**Level of Knowledge and Visitor Motivations**

Respondents were asked to indicate their level of knowledge of the history of the people who built the prehistoric dwellings found at Wupatki. Many felt that their understanding was limited or completely lacking before they arrived at Wupatki (Figure 28). When asked to rate their level of knowledge after their visit, visitors indicated that their knowledge had increased substantially. When asked about their interest in learning more about the prehistoric people who once lived at Wupatki, visitors said that they were fairly interested and that their interest increased after their visit (Figure 29).

To assess the reasons why they visited, Wupatki visitors were given a list of reasons why people might visit a park and asked to rate them on an importance scale (1=not important to 5=of utmost importance). Results of this question describe summer season visitors primarily motivated by a desire to learn and opportunities to look at scenery.

The opportunity to learn about the lives of the Sinagua and a desire to satisfy curiosity were the educational motivators that rated highest among Wupatki visitors (Figure 30), and a desire to look at scenery was rated almost as high as a desire to learn (Figure 31). These findings suggest that summer visitors at Wupatki desire an experience that is educational but offers opportunities to enjoy the natural scenery.

Motivation categories relating to the social and activity aspects of a park visit rated lowest of all the motivation categories. Of these, a desire, “to do something with the family” rated highest but rated just below “moderately important” (Figure 32). Participating in activities such as photography and painting was the least important motive.

Respondents were also asked to provide any additional reasons why they visited Wupatki. Of these, the fact that Wupatki was a convenient stop along their travel itinerary was the most common response (Table 77). The location of the park relative to destination points in the southwest, such as Grand Canyon National Park and the Four Corners region, probably plays an important role in the decision process that ultimately results in a visit to Wupatki. Expanding their knowledge of Native American culture was the next most common response.

**Visitor Ratings of Park Opportunities, Services and Facilities**

Respondents were given a list of park attributes that pertained to the facilities (such as picnic areas), interpretive aspects (such as ranger-led talks), and independence and mobility attributes (such as access to ruins) and were asked to rate their
Table 71
Types of overnight sleeping accommodations used before and after visiting Wupatki (n=423)

<table>
<thead>
<tr>
<th>Type Used Before</th>
<th>Percent</th>
<th>Type Used After</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel/Motel</td>
<td>60</td>
<td>Hotel/Motel</td>
<td>53</td>
</tr>
<tr>
<td>W/ Friends, Rela.</td>
<td>5</td>
<td>W/ Friends, Rela.</td>
<td>5</td>
</tr>
<tr>
<td>Own Residence</td>
<td>9</td>
<td>Own Residence</td>
<td>12</td>
</tr>
<tr>
<td>Public Campground</td>
<td>10</td>
<td>Public Campground</td>
<td>11</td>
</tr>
<tr>
<td>Private Campground.</td>
<td>8</td>
<td>Private Campground.</td>
<td>8</td>
</tr>
<tr>
<td>Other 1</td>
<td>7</td>
<td>Other 1</td>
<td>8</td>
</tr>
</tbody>
</table>

1For other listings, see Appendix 14.

Table 72
Length of stay for visitors at Wupatki (n=423)

<table>
<thead>
<tr>
<th>Length of Stay</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Hours or Less</td>
<td>58</td>
</tr>
<tr>
<td>Between 2 and 6 Hours (1/2 day)</td>
<td>36</td>
</tr>
<tr>
<td>Between 6 and 12 Hours (1 day)</td>
<td>3</td>
</tr>
<tr>
<td>Two Days</td>
<td>1</td>
</tr>
<tr>
<td>Three Days</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Five Days</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

Table 73
Overnight accommodations used by those respondents who visited Wupatki for more than one day (n=423)

<table>
<thead>
<tr>
<th>Type of Accommodations Used</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Park Service Campground</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Camping Along a Roadside</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Forest Service Campground</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Private Residence</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Below is a map of Wupatki National Monument. Please trace your travel route within the park. Circle the "1" where you went into the park (the entrance) and simply write 1, 2, 3 and so forth in the boxes for each place you visited in the order you visited them. Leave the places you did not visit blank. Finally, circle the "O" at the place where you went out of the park at the end of your visit (the exit).

![Map of Wupatki National Monument]

Figure 27: Map of Wupatki used for assessing visitor use patterns.

Table 74
Travel patterns on access road through Wupatki (n=423)

<table>
<thead>
<tr>
<th>Enter Wupatki at...</th>
<th>Percent</th>
<th>Exit Wupatki at...</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Entrance</td>
<td>25%</td>
<td>North Entrance</td>
<td>72%</td>
</tr>
<tr>
<td>South Entrance</td>
<td>75%</td>
<td>South Entrance</td>
<td>28%</td>
</tr>
</tbody>
</table>
# Table 75

**Visitation sequence of selected locations inside Wupatki**

*(For same data sorted by popularity, see Table 76.)*

<table>
<thead>
<tr>
<th>Median¹</th>
<th>Location in Most Common Sequence, If Visited²</th>
<th>% Who Visited</th>
<th>Popularity Rating³</th>
<th>% to Visit 1st</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sunset Crater</td>
<td>87</td>
<td>3/6</td>
<td>67</td>
</tr>
<tr>
<td>2</td>
<td>Wupatki Visitor Center</td>
<td>87</td>
<td>2/6</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>Wukoki Ruin</td>
<td>48</td>
<td>4/6</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>Wupatki Ruin</td>
<td>91</td>
<td>1/6</td>
<td>&lt;1</td>
</tr>
<tr>
<td>4</td>
<td>Citadel Ruin</td>
<td>44</td>
<td>5/6</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Lomaki Ruin</td>
<td>32</td>
<td>6/6</td>
<td>12</td>
</tr>
</tbody>
</table>

¹Median of each location in overall sequence.

²Sequence was derived from the median the 25th and 75th percentiles and the number of visitors. Difference of upper and lower hinge = first order tie breaker, highest n = second order tie breaker.

³Popularity rating is the percent of visitors who visited each location expressed as a fraction relative to the total number of locations.

---

# Table 76

**Visitation sequence of selected locations inside Wupatki**

<table>
<thead>
<tr>
<th>Median¹</th>
<th>Location in Most Common Sequence, If Visited</th>
<th>% Who Visited</th>
<th>Popularity Rating³</th>
<th>% to Visit 1st</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Wupatki Ruin</td>
<td>91</td>
<td>1/6</td>
<td>&lt;1</td>
</tr>
<tr>
<td>2</td>
<td>Wupatki Visitor Center</td>
<td>87</td>
<td>2/6</td>
<td>8</td>
</tr>
<tr>
<td>1</td>
<td>Sunset Crater</td>
<td>87</td>
<td>3/6</td>
<td>67</td>
</tr>
<tr>
<td>2</td>
<td>Wukoki Ruin</td>
<td>48</td>
<td>4/6</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Citadel Ruin</td>
<td>44</td>
<td>5/6</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Lomaki Ruin</td>
<td>32</td>
<td>6/6</td>
<td>12</td>
</tr>
</tbody>
</table>

¹Median of each location in overall sequence.

²Popularity rating is the percent of visitors who visited each location expressed as a fraction relative to the total number of locations.
Figure 28: Histogram showing how respondents rated their level of knowledge regarding the history of the Wupatki Sinagua. Bars indicate the percent of respondents who rated themselves in the corresponding category (n=408).

Figure 29: Histogram showing how respondents assessed their degree of interest in learning more about the Wupatki Sinagua. Bars indicate the percentage of respondents who rated themselves in the corresponding category (n=412).
Figure 30: Ratings of motivation categories regarding education and personal growth. Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.

Figure 31: Ratings of motivation categories regarding the general atmosphere (non-archaeological) of Wupatki. Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.
Figure 32: Ratings of motivation categories regarding social and activity related aspects of Wupatki. Histogram of mean values from a 1-5 scale. Error bars indicate one standard deviation.

Table 77
List of general categories sorted from responses to a question regarding other reasons that motivated respondents to visit Wupatki (n=423)
A complete list of transcribed responses can be found in Appendix 15.

<table>
<thead>
<tr>
<th>Additional Reasons for Visiting Wupatki</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wupatki was Along the Way</td>
<td>6</td>
</tr>
<tr>
<td>To Expand a General Interest in History/Indian Cultures</td>
<td>5</td>
</tr>
<tr>
<td>Someone Recommended Wupatki</td>
<td>4</td>
</tr>
<tr>
<td>To Seek Meaning in a Humanistic or Spiritual Context</td>
<td>3</td>
</tr>
<tr>
<td>Generally Curious</td>
<td>3</td>
</tr>
<tr>
<td>Had Visited Before and Wanted to Return</td>
<td>3</td>
</tr>
<tr>
<td>Wanted to Visited Wupatki after Reading About it</td>
<td>1</td>
</tr>
<tr>
<td>Because it is a National Park</td>
<td>1</td>
</tr>
<tr>
<td>Came to see Sunset Crater</td>
<td>1</td>
</tr>
<tr>
<td>Have an Interest in Architecture</td>
<td>&lt;1</td>
</tr>
<tr>
<td>To Show Wupatki to a Friend or Relative, etc.</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
importance in enhancing their visit. Results of this question indicate that, in general, Wupatki has a summer visitor population that desires mobility and access, interpretive signs over ranger-led talks, and facilities that are convenient but not highly developed.

In general, respondents rated all interpretive attributes at Wupatki as moderately important to very important with the exception of “programs and activities for kids” (Figure 33). This relatively lower rating is probably a reflection of the group types at Wupatki where families are relatively rare. Among the other interpretive attributes, “information signs and exhibits at ruins and overlooks” rated highest overall as being “very important”. This could be interpreted as a reflection of the relatively short-term nature of a typical visit to Wupatki. For example, some may believe that information signs and exhibits can provide information in a more expedient manner and thus are more desirable than ranger-led talks or self-guided booklets.

Access and mobility attributes rated as moderately important to very important with the exception of backcountry access (Figure 34). Of these, “being able to look around on my own” rated highest as “very important”. Respondents indicated that being in a remote, wilderness-like setting was between moderately and very important, but backcountry access was only slightly important. This suggests that the present setting, where vehicle access is provided through a relatively undeveloped landscape, is important to summer visitors at Wupatki. Categories that measured the importance of convenience attributes (such as restaurants and souvenir shops) also support this assumption. Respondents rated conveniences such as snack bars and souvenir shops as less than “slightly important” (Figure 35). Shady places, picnic areas, and handicapped access were the only convenience attributes that rated above “slightly important”.

A question was asked to assess how often visitors encountered Park Service rangers during their visit to Wupatki. Results show that most respondents (87%) saw a Park Service ranger and 57% talked to a ranger (Figure 36). Of those who did not talk to a ranger during their visit (42%), more than half did not want to talk to a ranger. This would seem to indicate that voluntary interaction with Park Service rangers is preferred by many of the visitors at Wupatki.

A question regarding the usefulness of information that is posted at the north entrance revealed that most respondents who entered from the north and read the information signs were satisfied (Table 78). Five visitors offered suggestions for improving north entrance information (Table 79). Two of these five recommended a larger and better map, and one suggested that more mileage signs along the road would have been helpful.

In an open-ended question, respondents were asked to explain what it was about their visit that they most enjoyed. These responses were transcribed and then grouped into categories (Appendix 17). Categories were created in a subjective manner where responses that were similar (such as those that commented on rangers) were placed together. Individual responses were divided up into these categories if necessary. For example, one respondent may have had positive things to say about the rangers, the learning process, and the museum. If so, a single response was divided into three categories. The number of responses in these groups were then tallied and are presented in Table 80.

Results show that many of the respondents felt that the scenery was one of the most enjoyable aspects of their Wupatki visit (Table 80). Learning about Wupatki was also important as was looking at the ruins. The fact that the ruins are kept in good condition was also mentioned by visitors as a park facilities attribute that added to their visit, and signs and brochures as well as ranger-guided walks were mentioned as positive aspects of the interpretive attributes of Wupatki.

Visitors were also asked to describe any aspects of their visit that were displeasing or distracting. By far the most common response to this question was that there were no aspects of a respondent’s visit that displeased them. Construction work was being performed on the trails at Wupatki ruin during the sampling season, and many of the responses to this question focused on that activity (Table 81). Forty percent (40%) of those who complained about park facilities (only 7% of all respondents) complained about the construction work. These results show that most respondents were satisfied with their visit.
Figure 33: Histogram showing importance of selected interpretive attributes at Wupatki. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.

Figure 34: Histogram showing importance of selected mobility and independence attributes at Wupatki. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.
Figure 35: Importance of selected convenience attributes at Wupatki. Bars indicate the mean on a 1 - 5 rating scale. Error bars represent one standard deviation.

Figure 36: Results of a question regarding Park Service ranger availability at Wupatki.
### Table 78
Results of a question regarding the usefulness of the information available at the north park entrance (n=106)

<table>
<thead>
<tr>
<th>Description</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of all respondents who entered at the north entrance and read the information sign.</td>
<td>73</td>
</tr>
<tr>
<td>Proportion of all north entrance sign readers who thought information was useful.</td>
<td>84</td>
</tr>
</tbody>
</table>

### Table 79
Respondent recommendations for improving North Entrance information (n=106)

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>More Information on Sunset Crater</td>
<td>&lt;1</td>
</tr>
<tr>
<td>More Mileage Signs on Road</td>
<td>&lt;1</td>
</tr>
<tr>
<td>A Brochure</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Larger and Better Map</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

### Table 80
Breakdown of responses by category from a question regarding aspects of Wupatki most enjoyed by respondents (n=423)

*For full list of transcribed responses grouped in the above categories, see Appendix 17.*

<table>
<thead>
<tr>
<th>Aspects of Wupatki that Respondents Found Enjoyable</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Scenery and Natural Setting</td>
<td>27</td>
</tr>
<tr>
<td>The Process of Learning About Wupatki</td>
<td>22</td>
</tr>
<tr>
<td>Seeing the Ruins in General</td>
<td>21</td>
</tr>
<tr>
<td>Aspects of the Interpretive Staff and Materials</td>
<td>16</td>
</tr>
<tr>
<td>Various National Park Amenities and Facilities</td>
<td>12</td>
</tr>
<tr>
<td>Being Able to Access Ruins</td>
<td>10</td>
</tr>
<tr>
<td>The Blow Hole</td>
<td>8</td>
</tr>
<tr>
<td>Sunset Crater</td>
<td>7</td>
</tr>
<tr>
<td>Undertaking Activities such as Hiking, Camping etc.</td>
<td>3</td>
</tr>
<tr>
<td>Being with Family and Other People</td>
<td>3</td>
</tr>
</tbody>
</table>
Table 81

Breakdown of results from an open-ended question regarding aspects of visit that bothered respondents (n=423)

For a complete listing of transcribed responses see Appendix 18.

<table>
<thead>
<tr>
<th>Aspects of Visit that were Detracting</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspects of Park Facilities</td>
<td>17</td>
</tr>
<tr>
<td>Information and Interpretive Aspects of Visit</td>
<td>7</td>
</tr>
<tr>
<td>Annoying Behavior of Other Visitors</td>
<td>3</td>
</tr>
<tr>
<td>Absence of Native Americans as Interpreters</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

1Forty Percent of this category is composed of complaints regarding a trail construction project that was underway at Wupatki ruin.

The last question on the questionnaire was an open-ended question asking respondents to provide any additional information regarding their visit to Wupatki. Of those respondents who answered this question, many elaborated or reiterated issues mentioned in previous questions while others used the space to compliment the Park Service, provide a synopsis of their travels, or describe how their visit was personally important to them. The results of this question are provided in their entirety in Appendix 19.

**Discussion and Recommendations**

This profile of Wupatki visitors describes them as being generally well-educated and working in a variety of professions. Many are married and have children, but most were not travelling with their families. More than 50% of the respondents live in the western United States, and 17% live in countries outside the United States.

Most were visiting Wupatki as part of a larger travel plan and stayed for less than two hours. The short duration of their visit may be why many visitors rated information signs as more important than all other interpretive media. Presumably, ranger-led talks were not as important because of the participation time involved. However, ranger-led talks were rated high overall.

The presence of rangers and the importance of talking with them was assessed. Most respondents saw a Park Service ranger during their visit. Forty-two percent (42%) of the respondents did not speak with a ranger, and more than half of those did not want to. The usefulness of the information provided at the north park entrance was also assessed, and results showed that the majority of respondents found the information there to be adequate.

Respondents rated viewing the scenery and experiencing nature nearly as high as educational opportunities as reasons for visiting Wupatki. It may be important for managers to consider the scenic aspects along with educational aspects of the park when making future management decisions. Ruins access and the ability to independently tour the park were two important park attributes. Restaurants and souvenir shops rated lowest of the facilities and services that are, or could be, provided. This may be an indication that visitors are interested in an experience where the visual quality of archaeological resources is important, where they can move about independently, and where the natural setting is relatively undisturbed.

Visitors to Wupatki had relatively few complaints; most were related to inconveniences caused by a construction project in progress at Wupatki ruin.

The focus on the natural environment and visual quality should be considered when designing any future modifications to the physical environment at Wupatki. Viewing opportunities, from trails or pull-outs, that allow for the inclusion of ruins within a panorama of the surrounding landscape may enhance the experience for summer visitors. However, the present collection of management, interpretive and physical attributes at Wupatki appear to be providing the kind of experience that Wupatki visitors desire.
COMPARISON OF FINDINGS AMONG THE THREE PARKS

One of the primary purposes of this study was to determine if cultural parks that exhibit different physical, social, and management related characteristics provide different kinds of visitor experiences. This study hypothesizes that there is a relationship between the character of a cultural park (or park setting) and the psychological outcomes visitors expect to attain during their stay. Since experiences result from activities undertaken by people in specific settings, it is logical to assume that a change in setting can result in a change in visitor experiences (Brown 1983). For example, a visitor who desires an experience that is on a more personal, introspective level might choose to visit a park that is fairly isolated and offers opportunities for solitude. This selective process assures that cultural parks with different park settings may only provide for a limited range of visitor experiences. If a setting at a park should change significantly, visitor behavior and the resulting experiences will change as well.

In order to test this hypothesis, three cultural parks were chosen which have varying degrees of facilities and services which may influence the experience opportunities available at each park and which may result in a variety of types of visitors each park may attract. Chaco Culture National Historic Park could be classified as the most “primitive” of the three parks. Access to Chaco is gained over a 23 mile dirt road, and once the visitor arrives, there are few facilities and improvements. Wupatki National Monument is accessed by a paved road but has few facilities and no overnight accommodations. Mesa Verde National Park, by contrast, is a cultural park with numerous facilities and services including several restaurants, gift shops, and a motel inside the park boundary. Visitor numbers vary among the parks as well with 742,000 visitors recorded at Mesa Verde in 1992, as compared to 273,000 at Wupatki and 68,000 visitors at Chaco.

The results presented here show both similarities and differences among the visitors at each park. Visitors at all three parks were similar in that they were generally well-educated, were employed full-time in various professional fields, and were visiting the park for the first time. However, there were significant differences among visitors to the parks with regard to visitor motivations, opinions about park facilities and development, level of knowledge of visitors, group characteristics, and their desire to visit other cultural areas on their vacation.

SIMILARITIES AMONG PARK VISITORS

In general, visitors at all three parks show some similarities in demographic characteristics. Most respondents were white, their average age was 46, they were well-educated (Table 82), and most were employed full-time (Table 83). This profile is similar to domestic visitor profiles on all federal lands (as indicated by Cordell et al. 1989) with the exception of education levels. In this case, respondents at all three parks had attained a higher education level than the broader population of public lands users. Thirty three percent of the visitors to the cultural parks in this study had attained an education level at the masters level or higher. This compares to 12% for public land users in general.

Most respondents were visiting for the first time at all three parks (Figure 37). The most pronounced differences among the parks occurred within the Mesa Verde sample where there is a slightly higher percentage in the number of return visitors. The type of trip that respondents indicated they were on while travelling to the parks was also somewhat similar among the three parks (Figure 38). Differences in trip type included a higher number of Mesa Verde respondents who said they were on a vacation that included the park as part of their travel plan. Wupatki had a higher percentage of respondents who said that they were visiting Wupatki on a weekend or multi-day trip.

Questions which assessed visitor motivations for visiting a park showed some similarities across each park as well. Motivations such as “to look at scenery”, “to bring back pleasant memories”, “to experience a milder temperature”, and “to enjoy nature” were of similar importance to all three samples of park visitors. There were, however, differences among the three parks. Scenic attributes of a visit were less important to Chaco visitors when compared across the three parks (Table 84) although they still ranked high overall.
Table 82
Educational level attained by respondents at all parks

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Chaco (n=454)</th>
<th>Mesa V (n=442)</th>
<th>Wu. (n=423)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8th Grade or Less</td>
<td>&lt;1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>9-11th Grade</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>12th Grade-High School Graduate</td>
<td>4</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>13-15 Yrs - Some College, Business, Trade School</td>
<td>20</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>16 Years - College, University Graduate</td>
<td>24</td>
<td>19</td>
<td>22</td>
</tr>
<tr>
<td>17+ Years - Some Graduate Work</td>
<td>12</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Masters, Doctorate or Professional Degree</td>
<td>38</td>
<td>31</td>
<td>30</td>
</tr>
</tbody>
</table>

*a Percent of all respondents who indicated that their education level corresponded with the category indicated. \(\chi^2\) obb. = 34.3 for Pearson chi square test on all parks. Response category is related to each park independently at the \(\alpha = .05\) level of probability or better.

Table 83
Employment status of respondents at all parks

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Chaco (n=454)</th>
<th>Mesa V (n=442)</th>
<th>Wu. (n=423)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed, Full-time</td>
<td>65</td>
<td>68</td>
<td>68</td>
</tr>
<tr>
<td>Employed Part-time</td>
<td>10</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Homemaker</td>
<td>5</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Student</td>
<td>13</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Unemployed</td>
<td>5</td>
<td>&lt;1</td>
<td>1</td>
</tr>
<tr>
<td>Retired, but Working Full-time</td>
<td>&lt;1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Retired, but Working Part-time</td>
<td>4</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Retired, Not Working</td>
<td>8</td>
<td>10</td>
<td>12</td>
</tr>
</tbody>
</table>

*a Percent of all respondents who indicated that their employment status corresponded with the category indicated.
Figure 37: Percent of first time visitors among respondents at all parks. $\chi^2_{\text{obt.}} = 24$ for Pearson chi square test on all parks. First visit is related to each park independently at the $\alpha=.05$ level of probability or better.

Figure 38: Comparison of trip types among visitors at all three parks. $\chi^2_{\text{obt.}} = 148$ for Pearson chi square test on all parks. Response category is related to each park independently at the $\alpha=.05$ level of probability or better.
Table 84
Comparisons of motivational categories among respondents at all three parks

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
<th>Tukey HDS$^b$</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Grow Spiritually</td>
<td>2.705</td>
<td>2.156</td>
<td>2.313</td>
<td>Ch&gt;Wu&gt;MV$^c$</td>
</tr>
<tr>
<td>To Get a Perspective on the Present</td>
<td>3.380</td>
<td>3.195</td>
<td>3.314</td>
<td>Ch,Wu&gt;MV$^c$</td>
</tr>
<tr>
<td>To Compare W/ Other Ruins</td>
<td>3.027</td>
<td>2.182</td>
<td>2.701</td>
<td>Ch&gt;Wu&gt;MV$^c$</td>
</tr>
<tr>
<td>To Learn How People Lived Back then</td>
<td>4.056</td>
<td>3.979</td>
<td>3.873</td>
<td>Ch&gt;MV,Wu</td>
</tr>
<tr>
<td>To Satisfy my Curiosity</td>
<td>3.731</td>
<td>3.531</td>
<td>3.450</td>
<td>Ch&gt;MV,Wu$^c$</td>
</tr>
<tr>
<td>To Teach my Kids About History</td>
<td>2.162</td>
<td>3.161</td>
<td>2.557</td>
<td>MV,Wu&gt;Ch$^c$</td>
</tr>
<tr>
<td>To Bring back Pleasant Memories</td>
<td>2.208</td>
<td>2.302</td>
<td>2.183</td>
<td>MV,Ch,Wu</td>
</tr>
<tr>
<td>To do Something with the Family</td>
<td>2.516</td>
<td>3.646</td>
<td>2.941</td>
<td>MV&gt;Wu&gt;Ch$^c$</td>
</tr>
<tr>
<td>To be with Friends</td>
<td>2.265</td>
<td>2.071</td>
<td>2.163</td>
<td>Ch,Wu&gt;MV$^c$</td>
</tr>
<tr>
<td>To do Something Such as Sketch, etc.</td>
<td>2.455</td>
<td>2.144</td>
<td>2.132</td>
<td>Ch&gt;MV,Wu$^c$</td>
</tr>
<tr>
<td>To Look at the Scenery</td>
<td>3.598</td>
<td>3.871</td>
<td>3.724</td>
<td>MV,Wu,Ch$^d$</td>
</tr>
<tr>
<td>To be in a Calm Atmosphere</td>
<td>3.136</td>
<td>2.713</td>
<td>2.719</td>
<td>Ch&gt;Wu,MV$^c$</td>
</tr>
<tr>
<td>To Feel Isolated</td>
<td>2.429</td>
<td>1.697</td>
<td>1.833</td>
<td>Ch&gt;Wu&gt;MV</td>
</tr>
<tr>
<td>To Enjoy Nature</td>
<td>3.336</td>
<td>3.210</td>
<td>3.212</td>
<td>Ch,Wu,MV$^d$</td>
</tr>
<tr>
<td>To Experience a Nicer Temperature</td>
<td>1.642</td>
<td>1.872</td>
<td>1.755</td>
<td>MV,Wu,Ch</td>
</tr>
<tr>
<td>To be Away from Crowds of People</td>
<td>3.094</td>
<td>2.158</td>
<td>2.627</td>
<td>Ch&gt;Wu&gt;MV$^c$</td>
</tr>
</tbody>
</table>

$^a$ Means from a 1 - 5 rating scale with 1="not important" and 5="of utmost importance".

$^b$ Significance measures represent a matrix of pairwise comparison probabilities using Tukey HSD. P>0.050 = No significant difference. Greater than signs show direction of significant differences with "$^c$" indicating no significant difference.

$^c$ Differences as indicated by a "$>" symbol are significant at the .01 level or better.

$^d$ Outer parks are different at the .05 level of significance.
Respondents at all three parks were asked to evaluate the importance of a list of park opportunities, services and facilities that are, or could have been, provided at each park. The comparison of results among the three parks showed no significant difference within the categories “museum displays” and “handicapped access” (Table 85). Museum displays were rated highly at all three parks, and handicapped access was rated as moderately important. Within a matrix of pairwise comparisons regarding all of these categories Mesa Verde and Wupatki were the most similar of the three parks.

A question which asked visitors to rate their degree of interest in learning more about the history presented at each park showed similarity between Wupatki and Mesa Verde. The average response rate for both of these parks was a rating between “fairly interested” and “somewhat interested” while at Chaco visitors responses averaged between “very interested” and “fairly interested” (Table 86). When asked to rate their degree of interest after visiting the park, Mesa Verde and Wupatki still show insignificant differences, but their relative order shifts. In this case, Mesa Verde respondents show a greater increase in their interest in learning more after their visit than Wupatki respondents did.

Thus far we have presented the similarities found in responses regarding visitor motivations and respondent ratings of park facilities. Within these categories, visitors at Mesa Verde and Wupatki gave answers that were more like each other’s than they were to the answers given by Chaco visitors. However, when “group type” profiles are compared, Chaco and Wupatki are more similar to each other than either is to Mesa Verde. At Chaco and Wupatki most of the visitors were traveling with a spouse, as a family group or with friends, whereas at Mesa Verde most of the group types were composed of families (Table 87). Chaco and Wupatki visitors were also more likely to have visited another cultural area on their vacation than Mesa Verde respondents were (Figure 39).

These data show that visitor populations at the three parks are similar with regard to socio-demographic characteristics such as race, education level, and employment status. With the exception of education level, these characteristics are similar to the general population of public lands recreationists in the United States (Cordell et. al. 1989). Measures that tested the importance of selected motivation categories, or reasons for visiting the park, showed some similarity as well. Mesa Verde and Wupatki were the most similar to each other with regard to visitor motivations than they were to Chaco. Differences between Chaco and Wupatki were significant in most cases except for group type and group profile.

**Differences Among Park Visitors**

Comparison of results among the three parks found some interesting differences. Marital and family status among respondents varied somewhat among each park. Chaco had the highest number of respondents who were single and had no children (Table 88). Most Mesa Verde respondents were married with children as were respondents at Wupatki. Although 43% of the respondents at Chaco also classified themselves as married with children (Table 88), the group profiles indicated that they were not travelling with their families (Table 89).

There was a difference in the relative percentages of foreign visitors to each park as well. Wupatki had the highest proportion with 17% of the respondents indicating that they were not from the United States (Figure 40). The relatively high number of foreign visitors at Wupatki may be due to the fact that the park is located along a route that is heavily travelled by foreign visitors while Chaco is much more isolated.

The length of stay for respondents among Chaco, Mesa Verde and Wupatki was quite variable. Most Wupatki visitors stayed for two hours or less (Figure 41). This contrasts with Chaco and Mesa Verde respondents who visited these parks for much longer periods. This variability is in part a reflection of the relative accessibility of each park and the length of time it takes for visitors to tour ruins and museums. Respondents also tended to spend less time overall at Chaco than respondents spent at Mesa Verde. This may be related to the distances visitors to Chaco must travel to find overnight lodging and thus are required to spend less
### Table 85
The relative importance of park facilities among respondents at all three parks

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
<th>Tukey HSD b</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ranger-led Talks, Walks &amp; Presentations</td>
<td>3.312</td>
<td>3.975</td>
<td>3.349</td>
<td>MV&gt;Wu,Ch</td>
</tr>
<tr>
<td>Museum Displays</td>
<td>3.869</td>
<td>4.005</td>
<td>3.809</td>
<td>MV,Ch,Wu</td>
</tr>
<tr>
<td>Self Guided Booklets</td>
<td>4.248</td>
<td>4.254</td>
<td>4.012</td>
<td>MV,Ch&gt;Wu&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Information Signs at Ruins &amp; Overlooks</td>
<td>3.920</td>
<td>4.305</td>
<td>4.233</td>
<td>MV,Wu&gt;Ch&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Programs &amp; Activities for Kids</td>
<td>2.567</td>
<td>3.191</td>
<td>2.568</td>
<td>MV&gt;Ch,Wu&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Information at the Park Entrance</td>
<td>3.343</td>
<td>4.064</td>
<td>3.860</td>
<td>MV,Wu&gt;Ch&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Being Able to Walk Inside the Ruins</td>
<td>3.966</td>
<td>3.805</td>
<td>3.691</td>
<td>Ch&gt;MV,Wu&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Being in a Remote Setting</td>
<td>4.032</td>
<td>3.663</td>
<td>3.538</td>
<td>Ch&gt;MV,Wu&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Access to the Backcountry</td>
<td>3.329</td>
<td>NA</td>
<td>2.816</td>
<td>Ch&gt;Wu&lt;sup&gt;4&lt;/sup&gt;</td>
</tr>
<tr>
<td>Being Able to Walk Around on my Own</td>
<td>4.398</td>
<td>3.995</td>
<td>4.015</td>
<td>Ch&gt;Wu,MV</td>
</tr>
<tr>
<td>Picnic Areas Available</td>
<td>2.618</td>
<td>3.141</td>
<td>2.387</td>
<td>MV&gt;Ch&gt;Wu&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>A Place to Buy Souvenirs</td>
<td>1.738</td>
<td>2.232</td>
<td>1.948</td>
<td>MV&gt;Wu&gt;Ch&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Handicap Access</td>
<td>2.832</td>
<td>3.479</td>
<td>2.958</td>
<td>MV,Wu,Ch&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>A Snack Bar or Restaurant</td>
<td>1.830</td>
<td>2.925</td>
<td>1.955</td>
<td>MV&gt;Wu,Ch&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
<tr>
<td>Shady Places Near the Ruins</td>
<td>2.637</td>
<td>3.451</td>
<td>2.901</td>
<td>MV&gt;Wu&gt;Ch&lt;sup&gt;c&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

<sup>a</sup> Means from a 1 - 5 rating scale with 1="not important" and 5="of utmost importance".

<sup>b</sup> Significance measures represent a matrix of pairwise comparison probabilities using Tukey HSD. P<0.050 = No significant difference. Greater than signs show direction of significant differences with "", indicating no significant difference.

<sup>c</sup> Differences as indicated by a "">" symbol are significant at the .01 level or better.

<sup>4</sup> Outer parks in trend are different at the .05 level of significance.

<sup>d</sup> Difference is significant at α=.01 level with Student's T test.

---

### Table 86
Comparison of respondent degrees of interest in learning more among all parks

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
<th>Tukey HSD b</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree of Interest Before Visit</td>
<td>1.696</td>
<td>2.089</td>
<td>2.133</td>
<td>Ch&gt;Wu,MV</td>
</tr>
<tr>
<td>Degree of Interest After Visit</td>
<td>1.367</td>
<td>1.600</td>
<td>1.689</td>
<td>Ch&gt;MV,Wu</td>
</tr>
<tr>
<td>Difference of the Means</td>
<td>.329</td>
<td>.489</td>
<td>.444</td>
<td></td>
</tr>
</tbody>
</table>

<sup>a</sup> Means from a 1 - 4 rating scale with 1="Very Interested" and 5="Not Interested".

<sup>b</sup> Significance measures represent a matrix of pairwise comparison probabilities using Tukey HSD. P<0.010 = No significant difference. Greater than signs show direction of significant differences with "", indicating no significant difference.
Table 87
Comparison of group type among all three parks

<table>
<thead>
<tr>
<th>Type of Group</th>
<th>Percent</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
<th>(\chi^2)obt.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alone</td>
<td></td>
<td>8</td>
<td>3</td>
<td>6</td>
<td>10.6(^b)</td>
</tr>
<tr>
<td>A Couple</td>
<td></td>
<td>37</td>
<td>28</td>
<td>37</td>
<td>11.1(^b)</td>
</tr>
<tr>
<td>Family</td>
<td></td>
<td>20</td>
<td>50</td>
<td>29</td>
<td>96(^b)</td>
</tr>
<tr>
<td>Two or More Families or Relatives Together</td>
<td></td>
<td>3</td>
<td>8</td>
<td>4</td>
<td>15.5(^b)</td>
</tr>
<tr>
<td>Family and Friends</td>
<td></td>
<td>6</td>
<td>2</td>
<td>7</td>
<td>10.6(^b)</td>
</tr>
<tr>
<td>Two or More Friends Together</td>
<td></td>
<td>20</td>
<td>5</td>
<td>15</td>
<td>43.3(^b)</td>
</tr>
<tr>
<td>Special Interest Group - Tour Group, Etc.</td>
<td></td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>4.1(^c)</td>
</tr>
</tbody>
</table>

\(^a\)Chi square obtained from Pearson \(\chi^2\) test of independence of all parks.

\(^b\)Group type is related to each park independently at the \(\alpha=.05\) level of probability or better.

\(^c\)Group type is not related to each park.

Figure 39: Percent of respondents visiting other cultural areas.
### Table 88
Marital and family status of respondents at all parks

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
<th>$\chi^2_{\text{obt.}}$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single, no Children</td>
<td>33</td>
<td>15</td>
<td>25</td>
<td>38.2$^c$</td>
</tr>
<tr>
<td>Married with Children</td>
<td>43</td>
<td>67</td>
<td>52</td>
<td>50.4$^c$</td>
</tr>
<tr>
<td>Married, no Children</td>
<td>17</td>
<td>13</td>
<td>17</td>
<td>3.4$^d$</td>
</tr>
<tr>
<td>Single Parent with Children</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>2.1$^d$</td>
</tr>
</tbody>
</table>

$^a$ Percent of all respondents who indicated that their personal situation corresponded with the category indicated.
$^b$ Chi square obtained from Pearson $\chi^2$ test of independence of all parks.
$^c$ Response category is related to each park independently at the $\alpha=.05$ level of probability or better.
$^d$ Response category is not related to each park.

### Table 89
Group characteristics among respondents at all parks

<table>
<thead>
<tr>
<th>Group Profile</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents Travelling with Preschoolers</td>
<td>6</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>Respondents Travelling with Children (&lt;12 yrs old)</td>
<td>11</td>
<td>34</td>
<td>17</td>
</tr>
<tr>
<td>Respondents Travelling with Teenagers</td>
<td>8</td>
<td>27</td>
<td>13</td>
</tr>
<tr>
<td>Respondents Travelling with Anyone Over 62</td>
<td>14</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Those not with Children or Anyone Over 62</td>
<td>60</td>
<td>38</td>
<td>55</td>
</tr>
<tr>
<td>Those Travelling Alone</td>
<td>8</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

$^a$ Percent of respondents who were travelling in a group that included persons who fit into the corresponding categories.
Figure 40: Ratio of foreign and U. S. visitors at each park.

Figure 41: Length of stay for respondents at all three parks. $\chi^2$obt. = 579 for Pearson chi square test on all parks. Response category is related to each park independently at the $\alpha=.05$ level of probability or better.
time visiting Chaco and more time driving. Most visitors who stay more than one day at Chaco use the Park Service campground for overnight accommodations and very few stay in motels (Figure 42). At Mesa Verde, overnight accommodations are almost evenly split between motels and the Park Service campground.

Most of the respondents at Chaco had visited, or were planning to visit, other cultural areas during their vacation. The same was true for Wupatki visitors, but most visitors to Mesa Verde did not visit other cultural areas during their vacation (Figure 39). Since Mesa Verde is a park that is widely known and which lies in a geographical region that is popular for recreation, it is possible that Mesa Verde visitors are more interested in Mesa Verde than they are cultural sites in general.

Visitor motivations for coming to a park were different among the three parks in several ways. Visitors were asked to indicate the importance of each of 16 different motives for choosing to visit the park in question. Responses were given on a scale that ranged from one to five with one indicating "not important" and five indicating "of utmost importance. Results of this question demonstrate which experience outcomes are important to visitors and how this varies among the three parks. A summary of results is given in Table 84 (page 80).

Reasons most important to Chaco visitors had to do with opportunities for learning and personal growth within a setting where solitude and quiet are attainable. Visitors rated the items, "to grow spiritually" and "to get a perspective on the present through an understanding of the past," higher than respondents at the other parks (Table 84). Combined with these were high relative ratings for the categories "to be in a calm atmosphere", "to feel isolated", and "to be away from crowds of people". Other important motivations at Chaco included "to enjoy nature" and "to compare with other ruins I have seen". Motivations that pertained to experiences involving family and friends, such as "to teach my kids about history" and "to do something with the family", rated fairly low with Chaco visitors.

At Wupatki, visitors indicated that they were motivated by opportunities for learning and rated scenic aspects of their experiences higher than Chaco visitors. Wupatki visitors also indicated that opportunities "to get a perspective on the present through an understanding of the past" and "to enjoy nature" were more important to them than they were to Mesa Verde visitors (but not as high as Chaco visitors). It was also more important for Wupatki visitors to be in a calm atmosphere, to be away from crowds, and to grow spiritually than it was for Mesa Verde visitors. Although Wupatki visitors are similar to Chaco visitors in their desires to enjoy nature and learn of the past, in other ways they tend to be similar to Mesa Verde visitors. For example, the motivational categories "to teach my kids about history" and "to look at scenery" were more important to respondents at Mesa Verde and Wupatki than they were to Chaco visitors.

Motives having to do with opportunities "to be with family" and "to teach my kids about history" rated highest at Mesa Verde compared to the other two parks. Opportunities to look at scenery also rated highest among Mesa Verde visitors. Motives relating to a desire for spiritual growth and to gain a perspective on the present were rated lowest overall among Mesa Verde visitors. Opportunities to be away from crowds and to feel isolated were also less important reasons to visit Mesa Verde than they were for visitors to Chaco and Wupatki.

Respondents at all three parks were asked to rate their level of knowledge of the history of the people who built the prehistoric dwellings at each park. Results show that visitors at Chaco rated their knowledge level significantly higher than did respondents at the other parks (Table 90). Wupatki visitors felt that they had, comparatively, the least amount of knowledge. It is interesting to note that after their visit, Mesa Verde respondents rated themselves higher overall than Chaco visitors did. This may be an indication that the fairly intensive interpretive programs at Mesa Verde (where ranger tours are required to see some of the ruins) are giving visitors a stronger sense that they have learned something about the history of the park's earlier inhabitants.
Figure 42: Comparisons among all parks of the percent of visitors who stay for more than one day and the lodging accommodations they used.

Table 90
Comparison of respondent knowledge ratings among all parks

<table>
<thead>
<tr>
<th>Response Category</th>
<th>Chaco</th>
<th>Mesa V</th>
<th>Wu.</th>
<th>Tukey HSD(^b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of Knowledge Before Visit</td>
<td>2.890</td>
<td>3.296</td>
<td>3.537</td>
<td>Ch&gt;MV&gt;Wu</td>
</tr>
<tr>
<td>Level of Knowledge After Visit</td>
<td>2.115</td>
<td>2.078</td>
<td>2.407</td>
<td>MV,Ch&gt;Wu</td>
</tr>
<tr>
<td>Difference of the Means</td>
<td>.775</td>
<td>1.218</td>
<td>1.113</td>
<td></td>
</tr>
</tbody>
</table>

\(^a\) Means from a 1 - 5 rating scale with 1 = "Extensive Knowledge" and 5 = "No Knowledge".

\(^b\) Significance measures represent a matrix of pairwise comparison probabilities using Tukey HSD. P \geq 0.010 = No significant difference. Greater than symbols show direction of significant differences with "," indicating no significant difference.
The results of a question asking respondents to express their interest in learning more about the Anasazi also showed that Chaco visitors were more interested than respondents at the other parks (Table 86). Although visitors to Wupatki rated themselves as being less knowledgeable than visitors to Mesa Verde, their interest in learning was higher than Mesa Verde visitors. However, when asked to rate their degree of interest in learning more after their visit to the park, the relative ratings shifted with Mesa Verde respondents becoming more interested than Wupatki visitors.

Respondents were asked to indicate the importance of each of 17 park attributes such as facilities that are, or could have been, provided at each park as well as interpretive programs, and attributes that influence visitor mobility and independence (such as access to ruins). Visitors responded to a scale that ranged from one to five with one indicating “not important” and five indicating “of utmost importance”. Results of this question show which setting attributes are most important to respondents at each park. A summary of results are given in Table 85 (page 82).

Independence and being in a remote setting were the aspects of Chaco most valued by visitors there (Table 85). The response “being able to move around on my own” rated highest among all setting characteristics at Chaco. Independence in mobility was also significantly more important to Chaco visitors than it was to visitors at Mesa Verde and Wupatki. The ability to walk inside the ruins also rated significantly higher among Chaco respondents than it did with respondents at the other parks. This suggests that a park setting where visitors can move about in a fairly unrestricted manner is important to the overall experience visitors seek at Chaco. Another measure of mobility, “access to the backcountry”, was rated significantly higher by Chaco respondents than by Wupatki visitors. This item was not included in the Mesa Verde questionnaire because backcountry access is not permitted there.

Among the three parks, being in a remote setting was another important setting attribute that rated highest overall with Chaco visitors. Amenities and facilities such as, “a snack bar or restaurant” and “a place to buy souvenirs” rated as being the least important to visitors at all three parks but were significantly less important to Chaco visitors. “Self-guided interpretive booklets” was the most important interpretive attribute with Chaco visitors. This may be a reflection of the Chaco visitor’s desire for independence (interpretive brochures are self-guided). It may also mirror the fact that Chaco visitors rated their interest in learning at a higher level than the respondents at Mesa Verde and Wupatki did and thus may be more receptive to spending more of their visiting time reading.

Visitors at Wupatki indicated that the park attributes that allow for independence and interpretation were most important to them. An interpretive attribute, “information signs at ruins and overlooks”, was the most important attribute among all the categories at Wupatki. “Being able to walk around on my own” was the second most important park attribute for Wupatki visitors. Although park attributes that allow for independence and access were important among Wupatki visitors, respondents at Chaco rated these attributes higher. Of the three parks, being able to move around independently was least important to Mesa Verde visitors.

Of least importance to Wupatki visitors were park amenities such as picnic areas, snack bars, and souvenir shops. The provision of such facilities was rated as “not important” to “slightly important” by Chaco and Wupatki visitors and “slightly important” to “moderately important” by visitors at Mesa Verde.

Respondents at Mesa Verde rated interpretive attributes, such as ranger-led talks and interpretive brochures, higher than almost anything else. This supports the educational nature of the experience desired by Mesa Verde visitors. Among these categories, “information signs at ruins and overlooks” and “self-guided booklets” were the most important. Mesa Verde respondents also rated “programs and activities for kids” significantly higher than did visitors at Chaco and Wupatki. Park attributes that allow for visitor independence and mobility were not as important among Mesa Verde visitors as they were with respondents at the other parks.
DISCUSSION OF RESULTS

Researchers have shown that there are differences among people’s preferences for recreation experiences (King 1966; Burch 1966; Shafer 1969; Brown 1981, 1983). In order for these experiences to be realized, managers must offer a diversity of experience opportunities (Wagar 1966). The application of this concept is known as experience-based management, and it supposes that the overall management setting at a location (such as a National Park) influences the kinds of experiences that can be attained by visitors.

Experience based management is based on the theory that individuals seek out settings and activities, in this case cultural parks, which they perceive will provide opportunities to achieve positively valued outcomes and experiences (Manfredo and Driver 1983). This theory is operationalized by identifying characteristics of the physical, managerial, and social environment of an area that contribute to or detract from a desired experience. Management decisions are made to provide particular settings which facilitate certain experiential outcomes (Driver and Brown 1978). In this way a diversity of opportunities is maintained so that users can realize desired experiences.

This study has demonstrated that there are a variety of motivations and expectations among park visitors regarding how they wish to experience cultural parks. Experience based management is a way to recognize and manage for this diversity.

Traditionally, experience based management has not been applied to recreation settings that center around cultural resources. This is the first study to test the applicability of this management approach to cultural sites or parks. The three parks in this study were chosen because the nature of their individual settings may provide an array of experience opportunities. Mesa Verde is more developed than Wupatki and Chaco, and the opportunities for visitors to experience the history depicted at Mesa Verde are different than the opportunities at Chaco or Wupatki.

The results summarized above support the hypothesis that visitors are seeking a diversity of experiences and suggest that experience based management would be an appropriate way to manage cultural parks from a regional scale. Visitors at Mesa Verde are seeking an experience where information and visual experiences are more important than solitude or independence. An analysis of park attributes suggests that the overall setting, which is composed of physical, social and managerial attributes of the park, has an influence on this experience. Because learning is more important than self-reflection for Mesa Verde visitors, experience attributes such as opportunities for solitude are not as necessary. What is desired is a fairly convenient access to interpretation within the context of cultural sites and museums. The relatively high degree of development at Mesa Verde does not appear to be a negative factor to the overall experience visitors are seeking. In fact, it may provide a degree of comfort desired by those who visit.

In contrast to Mesa Verde, visitors at Chaco desire a physical environment where opportunities for solitude are high, a managerial environment where independence and access to ruins are achievable and park facilities are few and primitive, and an interpretive approach that is self-guided. This is necessary for them to experience the physical and interpretive aspect of the history depicted at Chaco on a more personal, introspective level. Amenities that provide a high degree of comfort would clearly detract from the experience desired by most respondents at Chaco. Alterations to the park setting that would attract significantly more visitors (such as improved access) would also reduce the quality of the dominant experience presently desired there.

If all three parks were placed along a continuum with wilderness at one end and a rural setting at the other, Mesa Verde would lie somewhere near the rural end, Chaco near the wilderness end, and Wupatki somewhere in between. The differences in visitor motivations and experiences at these parks also reflect a similar continuum. This is evident by results which showed that Wupatki visitors have some characteristics that are similar to Chaco visitors and others that are similar to Mesa Verde respondents. Wupatki visitors are interested in a variety of interpretive subjects (natural history and human history) and rate the scenic aspects of their
visit almost as highly as the cultural aspects. This suggests that Wupatki visitors desire an experience that is as much visual as educational. To them, a landscape that is fairly undeveloped is important in order to enhance the scenic aspects of their desired experience. However, finding solitude in a semi-primitive, wilderness-like setting is not as important to Wupatki visitors as it is for Chaco visitors.

The short-term nature of their visit (most Wupatki visitors stay for less than two hours) indicates that Wupatki visitors seek an experience with relatively little time commitment. The short duration of a typical stay may explain why Wupatki visitors preferred the more expedient interpretive media such as interpretive signs over ranger-led talks. It is interesting to note that Wupatki visitors were far more likely to visit other culture areas during their vacation than Mesa Verde visitors were. With this kind of interest, one might assume that they would want to spend more time at Wupatki than they do. One explanation for the short-term nature of their visits may be a result of the vehicle oriented setting at Wupatki, where sites are close to roadways, and where the location of the park lies along a route that experiences a high amount of tourist traffic.

The visitors studied in this project are seeking settings and activities which they believe will provide positive outcomes or experiences. They have chosen cultural parks that, by nature of their overall park settings, will provide the experiences they seek. Because there is a diversity in the way that individuals desire to experience cultural parks, there is a demand for diverse settings. The visitors in this study have demonstrated that not only does this diversity exist but that it would be reasonable to manage for this diversity. Understanding which collection of park attributes are important for visitors to attain positive experience outcomes is necessary if a diversity of cultural park experiences is to be provided.

It is beyond the scope of this study to provide a framework that managers can use to predict what types of experiences all cultural park settings can provide. However, by defining the aspects that Mesa Verde, Chaco and Wupatki visitors believe are important to the cultural park experiences they seek and linking the attainment of these experiences to park settings, it may be possible to predict how policy shifts that change a park’s setting also influence the kinds of experiences that can be realized at each park. For example, this study has shown that Mesa Verde fills a valuable niche within an array of potential cultural park experiences. Its relatively comfortable environment, where information and amenities are easily accessed, provides a setting that facilitates family learning. However, with the present, steady increase in visitation at Mesa Verde may come concerns that park resources will have difficulty withstanding visitor impacts. A reduction in visitor numbers or increased restrictions of visitor access to ruins may be necessary to hold off resource degradation. There are various means with which to regulate visitors to Mesa Verde, and some approaches may have a greater impact on the current relationship between setting and visitor experiences than others.

Limitations that restrict visitor access to the park or the cliff dwellings inside the park will, in some way, reduce the present degree of visitor mobility and independence. Since these were traits that were rated high by visitors, it is logical to assume that increased restrictions that impede a visitor’s ability to be independent will have an adverse affect on the experience currently being sought by them. However, many of the aspects that detracted from visitor experiences at Mesa Verde were related to crowding. If it is important to maintain the present experience being sought by Mesa Verde visitors, a balance between perceived crowdedness, visitor independence, and resource preservation needs to be found. If a decision is made that significantly alters the present park setting, such as the closing of ruins to visitor access or the allowance of a continued increase in visitation, then it should be recognized that one experience opportunity has been replaced with another.

The current experience environment found at Chaco is also valuable, and any drastic alterations to the present park setting should be considered within a broader context of visitor experience needs. Visitors at Chaco indicated that solitude and a lack of crowds were attributes that were important to the experience they sought there. If actions
were taken that drastically altered these attributes, the present experience found at Chaco would no longer be attainable. The new set of park attributes would thus create a new setting and a different kind of experience while the need for the old experience, within a regional population of cultural park user groups, would still exist and would have to be satisfied elsewhere if possible.

Wupatki also fills a niche within a spectrum of cultural park experiences. Its location and the opportunities to see cultural sites in a scenic environment within a relatively short time commitment allows visitors to gain additional exposure to cultural sites. Hypothetically, a shift in the management environment at Wupatki that somehow altered the present situation would change the experience presently sought there as well.

The recommendations as they pertain to each park tend to suggest a certain bias toward maintenance of the present park settings. This is more an artifact of the research and the rhetorical strategy employed to make a point than suggested management practice. In this section we use these parks more as a heuristic device to demonstrate how experience-based management of cultural parks could be implemented and how shifts in policy can affect visitor experiences. However, in lieu of a regional perspective (to be discussed below), this study tends to suggest that the present set of experience opportunities defined here should be maintained at each park. Drastic alterations do have consequences, and some of these have been defined in this text.

**Suggestions for Further Research**

Over the next decade it may be impractical to maintain the park settings currently found at Mesa Verde, Chaco and Wupatki. Whether such maintenance is important should be determined by an understanding of cultural park demand. In order to implement an experience based approach to managing cultural parks, we suggest that the physical, social and management related attributes of the cultural parks within a region (the Colorado Plateau physiographic province, for example) could be inventoried and compared with results of a regional study of public demand for cultural parks to determine if there is a need for more or less of certain kinds of cultural park experiences.

From a regional perspective, if there were a public need for more places where cultural resources could be experienced on a personal, introspective level within an environment where opportunities for solitude could be found, then it would be important to provide more cultural park settings like the one currently found at Chaco. On the other hand, if a regional study demonstrated a need for places where families can come and learn about history within a relatively comfortable environment, parks like Mesa Verde that provide a high degree of interpretation delivered by interpretive guides, museums, and ranger tours might be needed.

Whether certain settings can be provided depends on many factors. One component to such a decision is the vulnerability of cultural resources to visitor impacts. Sites that have a high degree of surface artifacts or that have fragile features such as rock art or those that have spiritual significance to indigenous people may not be appropriate for settings that encourage high numbers of visitors. Sites that can be hardened with ruins stabilization techniques and monitored by park rangers and other staff may be better suited for this kind of setting. However, without a regional perspective regarding the kinds of settings that are being provided, it would be difficult to assess the impacts of management decisions on the general population of cultural park visitors and the experiences they seek.

It also should be noted that there are settings that were not tested in this study that should be considered in a regional management perspective. Cultural sites that occur in wilderness and urban settings were not sampled and should have their own set of attributes that define the experience environment. One may be able to deduce that the trends identified among these three parks would probably extend into other settings. For example, visitors at Chaco rated the importance of independence, access to ruins and a self-actualizing process of experiencing history higher than visitors to Mesa Verde did. Since it has been established that the park setting at Chaco could be
classified as more primitive than Mesa Verde, then it is logical to assume that such experiences would be even more important to visitors to wilderness sites.

In the past, experiential data have aided managers in several aspects of the planning process (Manfredo and Driver 1983). Prior to this research such studies have focused on outdoor recreation activities such as hiking, rafting, and ORV use, to name a few. This is the first comprehensive study to investigate visitor motivations and experiences at cultural parks. The trends observed point to encouraging evidence that an experience-based management approach to cultural parks can help address some of the problems faced in cultural resource management.
REFERENCES CITED


### APPENDIX 1

Other types of overnight sleeping accommodations used before and after visiting Chaco (n=454)

<table>
<thead>
<tr>
<th>Accommodations Used Before</th>
<th>Percent</th>
<th>Accommodations Used After</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Land Camping</td>
<td>5</td>
<td>Public Land Camping</td>
<td>5</td>
</tr>
<tr>
<td>Nageezi Bed and Breakfast</td>
<td>1</td>
<td>Nageezi Bed and Breakfast</td>
<td>1</td>
</tr>
<tr>
<td>Dude Ranch</td>
<td>&lt;1</td>
<td>Dude Ranch</td>
<td>&lt;1</td>
</tr>
<tr>
<td>A Parking Lot</td>
<td>&lt;1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Zen Center</td>
<td>&lt;1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 2

List of general categories sorted from responses to a question regarding other reasons that motivated respondents to visit Chaco.

Visited Chaco as part of a school field trip:
We chose this particular day to visit Chaco because a group of students from the college we attend were in a field trip and the professor invited us to join them.
School field trip for college social science seminar elective studying the Anasazi and native americans of the four corners area.
My visit was part of a college field trip to study the ruins, culture and geology of the southwest.

 Came to show a friend or with a friend who had been to Chaco before:
I had been here before and wanted my husband to experience Chaco.
I like to bring family and friends to see the canyon. Brought many this time.
To show it to a friend from Holland.
My parents came out to visit from Vermont. Chaco is a must visit.
Came with an archaeologist visiting me.
I live in Grants, NM and had already been to Chaco Canyon. I was entertaining relatives from Utah, and I thought they would enjoy seeing the area. They were very impressed with the area. My sister even said she thought it should be considered "one of the seven wonders of the world". She was surprised she had never really heard of the area before.
to expose kids to American history.
To bring out of state visitors to see Chaco.
I came with a brother to see it in his eyes—children's education is important to me but I did that 20 years ago.
My girlfriend dragged me here—not unwillingly.
show my son.

My son chose this trip as something to do while I was visiting him in Utah.

Responses regarding motivations to experience visual aspects of the ruins:
The unique beauty of the ruins.
To understand how architecture can be part of the land as opposed to an intrusion.
We were very impressed with the quality of the craftsmanship in the ruins. Casa Rinconada is beautiful.
To study the architectural methods of the ancient builders.
To observe how people back then built the structures. How they were put together.
To see their way of building (I'm an architect).
I wanted to see the roads built and the size of the community.
Art and architecture,
to see the marvels of engineering which they accomplished.
Interest in archaeology and architecture.
Appreciation of the structure from the viewpoint of an architect.
To look at sites related to archaeo-astronomy.
To analyze the physical construction and architecture.
Architecture—Construction. Speculation—what were the buildings used for.
Interest in Architecture.

Responses regarding a fascination with history, archaeology, Indian culture:
My fascination with our historical past.
Interest in archaeology
Reading and studying.
To satisfy our curiosity.
I love Indian country and culture.

We are interested in the Indian cultures. We were born and raised in southern Utah and our ancestors have lived in the area since the mid-1800s. Would like to see the area preserved.

We also wanted to compare it with Bandelier.

We saw Mayan ruins in Mexico and was curious as to how the two nations or cultures compared and how similar their architecture was.

I wished to compare Chaco with some of our Australian wilderness parks.

To compare to other World Heritage Sites.

General interest in Native American culture and wisdom.

I feel it is the utmost importance to explore past histories of people of various civilizations to understand the connectedness of various cultures around the world and how each of these various peoples expressed similar art forms or patterns of architectural design.

Part of early history of region.

I have visited ruins in Mexico and South America and particularly enjoy seeing how ancient peoples lived.

Long time interest in the Anasazi culture and the desert environment.

A long time interest in the Anasazi, the Southwest,

Past education included studies of ancient people.

Interest in Native American culture. To compare with Bandelier, to which Anasazi apparently moved on.

Because I like Southwest history

Our familiarity with the Anasazi culture.

Interest in Native American history, culture,

Intrigued by Mesa Verde, Cahokia Mounds, ...

Historical/Anthropological interest.

Interest in history and geology.

Motivated by the recommendation of Chaco from another person:

My parents went through the canyon last year and recommended the trip.

had a relative talk about the area with great interest.

The visit was highly recommended by a relative.

I had heard that it was the center of culture so it was important to see.

Recommended by friends.

We heard in Germany about Chaco.

Great experiences here by a number of our friends.

Recommended by someone as a "must".

Recommended by family member and once in a life time trip. Might not make it back as much as we like to.

We heard it was the largest civilization of Indians north of Mexico.

Word of mouth from friends.

The ruins were recommended.

Our son's suggestion. He begins his graduate program in cultural anthropology at the Univ. of Arizona this fall.

Things we read or were told by friends who had visited were very appealing.

Recommended by a friend.

Heard about it and was in the area and checked it out.

A friend described it as the best and most natural way to visit the ruins (Anasazi)—This is true.

Recommendation of friends.

Friends had visited and encouraged us to go.

It was recommended as a spiritual experience

Recommendation from total stranger and
Other visitors recommended we see Chaco Canyon. My companion visiting from Canada wanted to see Chaco.

My anthropology teacher did some of her graduate work here in the 1960's.

It was recommended to us by a neighbor.

Recommendation of friends.

Recommendation of business associate.

Recommendation of an archaeologist friend.

I hadn't planned my itinerary before coming to New Mexico, but included Chaco when people I stayed with insisted it was a must, along with Mesa Verde and Acoma.

Responses regarding personal fulfillment and spirituality:

Curious the past lives of people of this universe. Also, you have to see to understand totally.

To get a feel for this part of North American heritage.

To get a sense of scale and a sense of context.

To experience the power of this very powerful place and feel the spirits that linger here.

I wanted to experience the location.

To experience a place where former people did some kind of "nature research" and connected it with spirituality.

To wonder at a communal society that thrived for 600 years.

To be on the land of ancient memories.

The allure of cultures past. To sit and ponder how the people of the past experienced their world.

To spend time, quietly, in a meaningful, almost "holy" place.

A strong desire or pull to be at and see Chaco Canyon.

To learn problem solving.

I believe these people were sent here by God—following his direction.

Extremely curious and a strong desire to place myself there ... (at the actual peak of habitation). You might say I was trying to go back in time—myself trying to figure out how I would have contributed to the community. In which I discovered—TOTALLY. I would have grooved on pottery, basketry, tools, rock art, etc...

The atmosphere of mystery and magic.

this is for me a magic place—the North American Jerusalem.

To learn about self and others.

To feel the power of the past as it continues to live by sight and imagination.

The spiritual essence of the Anasazi and the natural beauty of the canyon.

To experience the presence of these ancient people and their way of life.
To study connections between the cultures of American native tribes and other Northern Hemisphere cultures.

To visit what I considered a very sacred sight that uplifts my energy.

To “feel” the existence of those who lived here so long ago and spiritual experience and

To discover, maybe, a common thread, other than survival, that runs through us all.

Native American history, culture, and spirituality.

The spiritual connection to this place.

I was told to come by the spirit, Aliyah, which is the baby I lost before birth.

This was the last of several experiences on our trip to accomplish these (To feel isolated, To enjoy the smells and sounds of nature, To be with friends, To experience a nice temperature, To be away from crowds of people). While important to me, they weren’t compelling reasons to visit Chaco.

To perform my own personal ceremony in Casa Rinconada.

Motivated to visit out of educational interests:

Trying to learn more about early american history.

To teach myself about history and to increase my overall knowledge.

Study Pueblo Indians

To learn about ancient cultures.

To learn more about the Native American history especially since there exists no written history.

Seriously interested in early urban cultures.

I’m studying to be an archaeologist. Want to work in cultural resources for the Forest Service.

I have an interest in civilizations and their architecture.

To study anasazi culture.

enjoy my avocation relating to various Indian cultures.

A continuous pursuit of the Anasazi.

Fascination with the Chaco culture and Anasazi in general. Grow respect for and understanding of Chaco people.

At college have taken many courses in anthro, archaeology, history and learning Dine. All help make Chaco a fascinating place; past and present.

The ancient culture at Chaco was our main and only reason.

To compare chaco with what I had learned about it in class.

Have a strong interest in the Anasazi Culture.

Am very interested in the Indian cultures of Colorado, Utah, Arizona, and New Mexico.

Educational—To be informed—Appreciate documentary films, books—To be able to share with friends similar experiences.

To experience history, “learn” it with senses not intellect. Louis L’Amour, and Tony Hillerman readers.

I teach early American history.

Interested in Anasazi culture.

We use the info to present in our classroom—when students know we have been here they are more genuinely interested.

Because I studied anthropology and religion at William and many in Williamsburg, VA, sites such as Chaco are always intriguing.

Why were these people living here and what were their abilities (capabilities) and needs other than food and shelter.

Both of us have a background in anthropology/archaeology and we wanted to view ruins for that reason.

To better teach my students about the history of this land.

To see first hand what I’d read about.

Follow-up to Mesa Verde, Puye, and Aztec ruins.

Ongoing paleoanthropology interest.
I am an anthropology student; this place is part of a larger picture of prehistoric North America.

To teach our children about their Pueblo heritage.

Professionally I could use this information in my work as a therapist. Because it would be stimulating to our painting.

To better understand Chaco importance in evolution of man.

As a graduate student/archaeologist I felt it was an important part of my education.

As an archaeology major I am deeply interested in SW Pueblo cultures.

I teach and I wanted to get some resources on the Anasazi.

To gain an understanding of the Anasazi culture and civilization.

To gain more knowledge about the Anasazi Indians.

To study archaeology in Tucson and I wanted to see Chaco, since I have studied it. I really wished I had at least 3 days and camped there. What an experience.

Studied Indian culture in college, on-going self-enrichment and

(moderate) academic interests.

To help me understand the USA through greater knowledge of its people.

To use in my teaching of geology and types of shelter man requires (primary level).

Read or heard about Chaco:

Read about it in "New Mexico" magazine

Read about Chaco in a bicycle tour book. Included it as part of our tour.

Business trip brought me to New Mexico. Five days R&R built in. What to see? Guide book mentioned Chaco and I went for it. It like it a lot. Not really complicated.

Read in a guidebook.

Read newspaper article about the canyon.

Intrigued by P.B.S. TV program.

I saw some photographs of Chaco Canyon and heard it was a sacred place—possibly one reason the Indians settled there.

Literature we received at a campground in Grants was the reason we went out to Chaco on our way home on a trip to the midwest.

A lecture given by Frank Lister at the Denver Museum of Natural History was also influential; we would like to hear him lecture again now that we have seen Chaco.

Stacy Keach narration of a "The Learning Channel" movie on Chaco; campfire sightings across canyon between ruins etc.

Saw TV program on Chaco Canyon so wanted to visit.

Inspired by photos and videos seen in the past.

I had read in a book that the architecture and technology far surpassed other ancient dwellings in the four corners area.

To see historical site only read about previously.

mention in "2 to 22 Days in the American Southwest" book by Richard Harris.

T.V. specials on PBS.

I have a 1993 Anasazi calendar with pictures of Chaco Canyon. When I decided to go on vacation, I set my sights on the Anasazi ruins. If it hadn't been for the calendar I never would have thought of Chaco or Mesa Verde since I had never heard of the Anasazi.

when I received 2 unsolicited brochures in the mail.

The publication "Anasazi Regional Organization and the Chaco System" by David E. Doyel, ed. and the PBS Nova video.

My friend from England had read about these ruins and was interested in seeing them.

Curiosity after reading "A Thief of Time" and other Tony Hillerman novels.

Advertisements and photographs of Chaco Canyon that I had seen previously made me with I could visit.

Read "Thief of Time".
Miscellaneous responses:

To visit a ranger friend before it got too hot.
We are old folks.

Being able to take my dog on the longer trails.

Amount of time and other activities planned within the
NW New Mexico area.

Delightfully surprised to see ruins which we did not
know even existed.

I wanted to sit around a campfire with my friends in this
beautiful setting.

Part of New Mexico visit.

It was close to the Bisti Badlands, which is the real reason
I'm here.

I had a dream and it felt like the place I dreamt about

When people from other areas come, I think Chaco gives
them a great sense of the Southwest.

I needed space in a hot country and I like meat.

Note: Important, road needs to be improved to Chaco
Canyon.

It was between Arizona and Santa Fe. It would have helped if
there was some more car camping, nothing fancy.

Low cost, lore of adventure of visiting an unknown place.

Proximity to Crow Canyon Archaeological Center.

There is more of a depth of interpretation.

To experience a quiet atmosphere:

Less tourists than in other areas.

Wanted to visit a second time before it gets even more
popular and overrun.

Lots of trails off the beaten track experience. The crowds stay on the main roads.

I didn’t really decide or know where/what it was but I
looked forward to it—hoped it would be away from crowds
of people.

To see a part of New Mexico not ruined by tourist trap
stuff and people from California.

An important reason for me is to be away from crowds
and to see what I had not seen before.

To look at clear night skies

were told that it was not heavily commercialized or a
"tourist trap".

Chaco is a fantastic place. Its hot, cold and usually not
crowded. This time it was very crowded—even with the
Hantavirus scare.

remoteness

Chaco has a wide diversity of sites that are not over-run
with people.

Visited because ruins are accessible:

Told pretty, interesting, easy access to ruins to wander among,
to be allowed some freedom in viewing ruins.

Motivated to see a specific ruin or feature:

To see supernova pictograph.

To see the roads.

Petroglyphs and Anasazi moon and sun involvements.

Too see rock art.

To view first-hand the remains of the Pueblo Bonito—
something I’d wanted to do for a very long time.

To see pictographs.

To see nature and partake in outdoor activities:

To see the local flora.

Hiking and climbing.
to hike, to explore.
We feel very comfortable at Chaco.
Take Photographs.

Plants, birds, geology—natural history.

To escape from the stress of artificially and superficiality of urban life,

I was on a photo-expedition (making a book on my travels across the USA—Indian culture was a must.

To make further photo-montages using Pueblo Bonito, etc, as subject matter.

Hiking in canyons.

General interests:

I wish to visit as many Anasazi ruins as possible in 2 weeks.

We want to see the well preserved ruins.

To see the remains of an advanced native civilization.

Having decided to move to New Mexico for our retirement home, we want to learn more about its early residents as well as about the state in general.

Look at old indian ruins.

To see one premier ruin rather than the many small ones. I don’t have the time or the desire to see all the small ones. Simple curiosity about the site. I grew up in No. Arizona and had heard of Chaco Canyon but never before had the opportunity to visit.

Ancient history is quite interesting.

To view the ruins.

See earliest example of Anasazi communal architecture.

We mainly came to Chaco Canyon to see the canyon and ruins. My husband and I were tremendously impressed with it.

Center of ancient civilization in America.

To see how the Native American lived before we started telling him where and how to live.

We just moved to the area and are trying to learn more about it.

To relax or get away:

To get away from job stress, relax and
APPENDIX 3

LISTING OF RESPONSES PERTAINING TO AN OPEN-ENDED FORMAT QUESTION REGARDING OTHER FACILITIES AND SERVICES THAT WOULD HAVE ADDED TO A RESPONDENT’S VISIT AT CHACO

To relax,
No new services or facilities are needed:

“No” (19%)

More information is needed:

There are many popular book press publications about the four corners area, many in paperback. Perhaps you could consider carrying a rack of those.

At the entrance there should be information, a small visitor center.

Let people know about needing water containers and drinking water before they get to park.

More info. at jct. of 57 & 44.

Information re: Understanding and handling bad road conditions when the situation calls for it. Otherwise it great.

There is no real way to check on the availability of campsites except to drive the Gallo camp circle many times!

Emergency phone numbers posted periodically. My transmission of my 4x4 blew!

Information at the entrance as to things to do and places to see.

One pamphlet that explains the whole park at a reasonable fee and suggests routes and times to those routes.

Better signs on the north route heading away (2 signs say they went to Nagizi) signs were great on the south entrance.

We missed info at north park entrance. What about a sign (overview)?

The road signs into and out on 57 could have been better.

Information at the park entrance would give you something to do on the long, slow trip in.

It was not clear that we had to check into the visitor center first.

Put signs at both end of highway 57 as you leave main roads that there is no food, fuel or other services.

A map at the entrance would have been nice because we were a little confused about where to go.

It is important that tourist some how be informed in advance to be sure to have a full tank of gas and food and water in the car with them. It is a very remote area where people could find themselves stranded. Or it would be helpful to have gas and a small restaurant available in the park.

A sign/map at the north entrance urging people to go to visitor center and showing how to get there would be better.

Info. on the day’s movies and guided tours would help plan the day especially since the roads are one-way. I could eliminate more than one trip around the loop possibly.

Park service facilities:

Bathroom along the dirt road. Mile markers along the dirt road.

Already commented about lady’s facilities.

A snack bar would be a very good addition.

Roads.

You need expanded camp areas and parking for number of people using park.

A place to buy film!

Simple benches in and around the ruins would have been really nice as place to sit and slowly take in the ruins and area. Some in the shade would be great too.

Showers, hot water (a nice luxury).

Hot showers!
The toilets at the campground were a little gamey the night I was there. Otherwise no complaints.

Signs more well placed.
I would like to have some shade over the picnic tables. Wood vine covers would be nice.

A place that sold ice so I could have stayed longer without my food spoiling (I brought as much as I could but it only lasted a day).

More camping space.

Add to the campsite availability. Information sign on Rt. 44 that overflow sites (without toilet facilities) may be available.

Shaded picnic areas.

Showers, pop machines, ice

Maybe a few more water fountains.

A snack bar and gas station would be nice.

No but clean and frequent restrooms were a wonderful plus.

Gas station.

Considering how much traffic you must get in the overflow campground, the outhouses were a little dicey. They don’t need to be fancy and have lights (in fact the darkness in the area was great for the night ski) but the outhouses did need to be pumped out. Being an overflow campground it shouldn’t be as nice as the main. I thought the use of an old road was ingenious, minimized impact.

Showers

Camping with showers: pay.

Again, adequate campground facilities; could develop two campgrounds to spread people out.

Water with hose bib available at campsite. But not if it necessitates raising the site fees. Please keep sites for tents as walk-ins. Primitive campers should not be overwhelmed by RVs.

Showers

The photo of the doorways at Pueblo Bonito in the ? should be available in poster form. Restore at least one of the pit dwellings if possible; show buried murals in protected cover. The simple coffee table at the visitor center is just right.

More supervision and enforcement of rules to protect the ruins.

I notice a small ruin near the visitor center. Perhaps there could be pathways to accessible to the handicapped.

Basic first aid supplies and sunscreen. Bandages.

Picnic tables available after visitor center closes would have been nice.

Shade at campsites.

Just to reiterate: Shielded bathroom lights and or camping access to a primitive area (walk in, no cars) with less people and no lights!

More access to drinking water.

I do feel if the park continues to anticipate that visitors bring their own food, shady picnic areas should be available.

Ice machine

Availability to cash.

This is a tough one. Yes they should be accessible to the handicap... but unfortunately you really have to alter the natural structure to do this.

Showers

Including shower facilities with the restrooms (which by the way were excellent).

Camp sites further apart.

Benches for sitting just outside ruin sites; many people sat on low walls.

Coke machine (cold drinks).

Shower

Maybe some shade in the campground. I would have stayed there but for the intensity of the sun, wind and no shade.

Drinking water (ie safe for pregnant women) or bottled water.

Handicap access is not important of us because we are able. I do think handicap access is important to others.

Shady places would be nice but shouldn’t be placed near the ruins to distract from them. They could be near the parking with info. or displays that relate to the ruins.
Shady picnic table to eat on.
More restrooms.
Yes if drinking water were available at the sites.
Shelters to provide shade in the parking lots would be nice as long as they were not too close to the ruins.
Vending machines in the visitor center.
Gas station.
Showers.
Move picnic table with some shade.
Showers at the campsite.
A local market would be nice. It was a long ride for peanut butter sandwiches.
Food service.
Maybe ice for sale (my wife’s suggestion).
Water fountains near the ruins.
Ice, showers, shade, less government people.
Water at sites.
Additional campsites.
As mentioned, slight road improvements are all that’s needed.
In fact I could do without the nightlights at the campground restrooms.
Showers would have been nice but I know water is scarce.
Snack bar.
Water at the sites.
Paved roads!
Paved road.
The visitor center is a very poor place. Most people, I believe, would like to visit the center first to learn an study before hand what it is they are about to observe. This is why we missed seeing all ruins prior to the center.
Campground showers.
I understand the lack of water in the park but an outdoor pump for rinsing off would be a suitable substitute for showers.
We are both senior citizens and not having a shaded place to eat was a disadvantage to us.
Two-way road?
More drinking water.
Gas, showers.
Showers
No, other than a place to buy supplies and I would have stayed overnight. There’s a certain amount of lost time before you get to the visitor center and can find out where to go and what to do. But this is only important to someone like me who didn’t plan on visiting and doesn’t know what’s here. I’ve found that after visiting Mesa Verde and here that I should have at least a day and a half and plan to stay overnight at the park, but I didn’t know that before.

Park Service interpretive facilities or delivery:
Ruins were not well marked. Explanation of ruins highlights were poor. Booklets need to have more diagrams and pictures. Need more explanations of the culture and what they did.

Lecture on astronomy would work well with wonderful night skies.

More exhibits of artifacts found (which seem to be found in Washington). Where did they get water? How many people estimated in the canyon at one time? How many single unit dwellings?

Info. exhibits and signs about the ruins.

Would have liked a ranger talk (visited before memorial day).

Even though it was before the season I would have very much enjoyed the expertise of a ranger guide. I know budget constraints make this difficult but if you could provide a longer season it would be great.

Better displays of the canyon birds and wildlife. The books were nice and very informative but they were a bit lengthy to sift through.

Ranger walks.
More visual about what happened daily and religious ceremonies.

More information about each ruin at each ruin.

It would be helpful if they sold water bottles, and water bottle holders, hats and sunscreen in addition to film would be nice.

They need more self-guided handbooks at the every ruin (they also need to keep them stocked better). In my opinion the availability of this self-guided tour helps keep visitor on the trail.

More films of Chaco on a more scientific slant than those now shown. Judd and Vivian must have plenty more to say.

More information on the architectural character of the Chaco canyon ruins. This is supposed to an anthropological or archaeological description. How did Anasazi architecture respond to climate, materials, sense of space, depiction of spiritual, tribal and cultural beliefs?

More info about Fajada Butte.

One section of ruin restored to the level of the Aztec kiva. Where did they sleep? How many to a room? Where do they poop?

I would like to see more info/exhibits on the aspects of canyon life beyond the pueblo ruins, especially the water collection and irrigation systems.

Fire side talks, really enjoy those.

Campfire talks by rangers.

No, everything was available that I needed. Enjoyed talking to young lady (park employee) at Chaco Keli. Person to person contact between visitors and personnel at the sites is one of the best things that a visitor can experience. Information and questions answered on the spot! I think this contact fosters more respect for the ruins.


I would have enjoyed seeing a mock-up of a room, kiva or scene from 10th or 12th century. Walking in ruins is great only if it doesn’t endanger the ruins.

I wish one of the smaller ruins was restored completely and open for inspection.

Natural history and geology talks and presentations.

Some children/educational type of programs of booklet (chance to earn a badge etc.).

Ranger led talks and walks at other pueblos.

Slide/video presentation program would be nice.

It would be interesting to see scale models of the towns as they existed at the high point of civilization.

I would have really enjoyed ranger led walks and interpretation of history, art etc. but I don’t think they are imperative if other sources of info. are adequate.

Hands on types of activities ie Indian crafts, masonry building techniques.

Please be sure the written guides are available especially in absence of signs.

A video (constantly running) which explains the canyon and gives an overview of the various ruins. A general information booklet available at the entrance.

More info on medicinal and food properties of native plants. What products were traded? Where are the shitters?

A self guided booklet.

Yes, point out more specifically where the road network is even if it isn’t especially visible. It would be nice to know where they are.

Overall graphics of the way the culture fit together (with other sites away from Chaco).

Maybe a cassette guided tour.

I was unable to see or use, if it was available, the tour guide.

I would have been willing to pay a higher entrance fee for a guided tour of Pueblo Bonito. Easier for me than booklet.

A little more information at the ruins.

Perhaps some shorter videos or some computer programs for kids about the Anasazi.

The pamphlets often repeat themselves or repeat information seen in the visitor center. It would be nice to include other archaeological or anthropological data or theories to the pamphlets (self guided booklets).
Miscellaneous responses:

We had four small children with us and they enjoy the hiking. This is an educational type of trip. So I do not think you need added activities for children. I do like the information about the do's and don'ts as you enter then you can go over them with small children before you get out of the car.

I'd like to "borrow" a kiva for one night for private ceremonial activities. OK, so that's not very realistic, but we need more ritual opportunities. Respectful, low-key, powerful. It isn't easy, is it, to do this in a public "tourist" context?

Look into hovercraft ride into canyon as part of a visit to Chaco! Such a service could be a good enhancement and alternative to impaired access road.

The opportunity to have contact with Native Americans who live in the area would be nice.

Access and backcountry needs:

I would have liked to be able to walk around Fajada Butte—get closer even if not climb on it.

More backcountry trails.

Access to certain trails after sunset.

I would like more freedom to explore the country without specified trails. The feeling of the possibilities of discovering something no one else has seen would be very exciting. I don't mean pot hunting but possibly a ruin or petroglyph would be nice.

Access to Fajada Butte (not necessarily the dagger).

Being allowed to wander wherever.

Responses emphasizing the desire for a primitive park:

No, please don't overbuild and commercialize like other parks (ie Yellowstone). Chaco appears to have a good balance of facilities at the present. Our parks should not be Disneylands!

Do not create a recreational atmosphere at the park.

There were plenty of services. Chaco is a peaceful place to visit. I'd return again with the services already there. No more needed.

Keep it simple. Too much convenience and additional services would ruin the simplicity.

No, actually the park is fine the way it is. You get visitors who are really interested in the culture vs. just another stop on the Southwest circuit.

I like it just the way it is.

Don't add anymore services.

This is a remote area and should remain as is.

No, would prefer to not see Chaco so commercialized.

No, would prefer to not see Chaco so commercialized.

No, don't turn this wonderful spot into a Disneyland.

No, I like the simplicity of the present arrangements.
APPENDIX 4

VISITOR RESPONSES TO A QUESTION ASKING HOW THE ROAD CONDITIONS AT CHACO AFFECTED THEIR EXPERIENCE. TRANSCRIBED RESPONSES HAVE BEEN DIVIDED INTO CATEGORIES.

Note: * Indicates a respondent who answered "no the road did not affect my visit" and therefore was not asked elaborate but did so anyway.

Responses that indicated why the roads had a negative affect:

Had the road conditions in the park been like those coming in I would never suggest anyone visit Chaco Canyon. They would then miss seeing the "big city" of the area.

Think about damage to car.

Tough on a vehicle. If it would rain on the dirt road coming in I would have turned around.

I would never visit if there was a threat of rain.

Many miles of very bad road.

Was worried that I was lost!

For two years I was prevented from going into the park because of the road conditions.

In case of rain, can't get out.

I'd like to take my RV in and camp but the condition of the road is a real hindrance. Can't see it all in one day.*

The wash boarding was extremely unpleasant.

It was hard riding road bikes back here, however we were fully aware of road conditions before we made plans. It was still worth it.

The road is dangerous where unpaved. And if it were raining, I wouldn't go.

I have a "surgeryed back" that is very sensitive to twisting.

I will only visit the park with someone driving a truck or if I have a rental car, which was the case on this trip.

The drive would be more comfortable if the road were paved.

Won't come again. No wonder we were the only RV!

Wouldn't go if muddy. Takes longer to can't spend as much time actually in park.

The washboard road is really hard on a car—the distance is great.

The road is too hard on a car. But if we had brought the truck then we couldn't have all come. Also the oil road preserves the beauty of the area because it eliminates the covering of dust on everything.

Kept eye on weather—had to drive very slowly and avoid poor drivers.

I would be hesitant to return even in a rental car, and I would not drive my own. If you want people to enjoy it, fix the road. If you want fewer crowds, let it be as is!

You would need proper vehicle and adequate time. Wash-board ruined my vehicle.

Getting in and out (since I had a rental car and were not familiar with it, the ride was rough (car's fault) and nerve-racking.

South road had a few bad spots, north road was ok.

Came by car—would have preferred coming in RV and staying longer.

Unless vast improvements are made we will never return to the park. I will not recommend it to anyone. We came in from the south and thought the north could not be worse, it was.

There was no excuse for the condition of the south entrance road, but it did make us want to prolong our stay (not looking forward to the road out...).

Drive out after a long, hot tour with kids did not add to the memory of the visit.

Can remain dirt, but needs to be better graded.

It was in dreadful condition, our car, at 25 mph skidded on the dry road coming in on the first bend past the Navajo church. On our way out there was a rollover accident at the same spot. I would hesitate to drive it again.

The south road upon entering was barely passable. I think something should be done about this. Very dangerous.
The north exit was better, but could be improved.

Long, noisy, bumpy—unpleasant. We will not recommend this area to other people.

We left early because we have to drive so slowly with the motor home on the bad road.

The type of vehicle you're driving is important on roads in and out (ie a four wheel drive vehicle is more appropriate than a sedan).

Gravel roads are ok. But there is no excuse for an ungraded gravel road.

If it rains its a no travel. Took me 3 hours to go out the south with a 4-wheel drive after it rained.

That part was awful. It makes it difficult to decide to come back and I would have to warn people about it that I would tell to come to Chaco.

Difficult drive; worry about the weather (rain) affecting exit from the park.

Bummer on the way in. Still glad we came, definitely affected decision to leave via the south road (smaller amount of gravel road).

Limits the time of travel, when it rains, from hearsay, don't come.

The cattle guards are rough. The road is very rough and rocky.

It is a difficult and tedious drive. Also, I had driven all the way from Canyon de Chelly and had to continue to Santa Fe which is a great deal of mileage and learned only at Crownpoint that the road might not be passable.

Would not do it without van or jeep.

Pave the road!

It was absolutely awful. I realize you don't want too much traffic so you can keep the park remote and nice. But a road grader would be a terrific idea once in a while. The campground hosts said you were considering a new road. What a great idea. I hope it happens. Some local people outside the park said you had no intention of moving or even fixing up the road. Chaco is a marvelous piece of history, please try to do something about the road so those of us who want to see it don't have to trash our cars!

Wasn't as bad as I expected, but still would be much better if they were smoother (not necessarily paved).

Difficult travel coming in south entrance, even with 4-wheel drive vehicle.

The washboard road was terrible. The driving conditions of the road added 2 extra hours onto the long drive to Chaco.

Too batted to enjoy the visit, and worried about getting out! Would like to return to see more but won't until roads are improved.

Probably would not readily make a return trip. We were towing an RV trailer.

No, but wouldn't attempt it in winter months.*

Limits days I can visit due to weather. If it had rained there's no way I could have gotten in or out of the park.

See above (Dirt roads in and out, you need better roads!). Many people probably stay away. As bad as Capital Reef, which is really lousy! Pave that too!*

South entrance very, very bad. North entrance needs grading.

I wouldn't do it again.

The jarring produced a headache.

Too many wash boards. DO NOT pave, but smooth a little. The thought of driving out over the road made me not want to leave (also the ruins).

At least do a good job of grading the road. Our enthusiasm about the park was spoiled by the time we go in.

Arguments had developed and tempers were short. We did overcome it and enjoyed the park tremendously. Unfortunately, the trip out made us forget the awe and inspiration we felt while there. Luckily, the road is now viewed in perspective and we loved the park.

See above (None, but the possibility of paved roads leading to the park).*

The entry road from 57 South is nerve wracking. I don't mind dirt roads, but the maintenance and grading can be much improved. Also better road markings. Better entrance markings from 57 South.

Going in, the road was dry, no problem. But going out, rain had soaked the road and the adobe in places was so slick. Almost slid off the road. No gravel. Had to throw it in four wheel drive.
See above (Conditions of the dirt road within the park boundaries were very bad...). Also, one-way road was somewhat aggravating.

I won't come back until roads are paved. My mother said roads haven't changed much in 20 years. That was the last time she drove out there.

It affects my stress level and writing ability.

May decide not to go again—possible car damage.

The vibration made me feel sick.

We would not return readily.

I would think twice about driving 26 mi. on dirt road (with at least 5 mi. of severe washboard) again this year to visit the canyon.

Road not suitable for travel trailer.

We have 4WD, but road seems rough for many others. More could enjoy the area with better roads.

More paving would be nice, however, I realize that it is very expensive.*

Almost turned around because of roads and no signs.

I worried about my car on the washer board surface.

Will not come again unless road conditions are improved.

The road south from Nageezi was pretty rough. Even gravel or smoothing would be an improvement.

Unpleasant to get there.

First, I would have stayed overnight at the campground and enjoyed an evening campfire program if it were not for the 30 mile access road with no idea if I would be able to get a campsite or would have to turn around and find lodging elsewhere. Second, the dirt road was quite rough and there was a possibility of rain making it impassable and causing us to change our entire vacation itinerary.

See above (The road was atrocious. I thought we would ruin the car and almost turned around before reaching the park.) I would never come back and I would warn any friends that had any thoughts of visiting.

It is difficult to drive, but most likely too expensive to pave. Money better spent on other things in the park.*

Twenty nine miles on those roads is not a pleasant journey! My wife was worried. She had heard that if a thunderstorm hit, you wouldn't get out of there! I would agree with that.

We'd think twice before going again.

Would not come back in inclement weather.

I won't go back.

Would go again or tell other people to go if roads were paved.

Worried about car damage. Would hesitate to go back.

But I imagine some families are discouraged in visiting because of the access. It must be difficult in the rain.*

But I wish I had a 4 WD don't pave it. But grading it would be nice.*

It makes it difficult to obtain supplies.

Road was very rough.

The way the road was graded made the travel extremely slow.

Made me want to get out of there.

Could be much better.*

See above ("The road—should pave it—even if you pave 3—4 of it"). The road is too rough. I'll still go, but it should be paved.

Road was rough and we had a flat.

I probably wouldn't go back over the terrible road. Makes access too time consuming and uncomfortable.

But if the road could be graded more smoothly, it would be nice, but leave it dirt.*

More paved roads to the campground. But it is pure hell on your tires and shock absorbers.*

Being here for the first time, I thought that I was lost coming into the park.

I had to pay $10 to have my CV joint tightened after driving that road. Leave it dirt (I suppose) if it is paved, too many people will come.
The entry road was so rough our cabinets separated from the walls in our small motor home. It has gone 115,000 miles without this happening. The roughness couldn't be good for any vehicle.

After about 1/2 hour on the road I became anxious about direction and concerned for my car.

The road was pretty rough on the car.

It would be nice to have the entrance roads paved.*

It makes us not want to go back and we arrived late at night and were not able to enter only due to the roads!

The contract of rental cars prohibits driving on unpaved roads (except 4 WDs).

Not this time, but the south entrance is impassable when it rains.*

Do not go as often.

The southern route was terrible. We had a new car.

Travel time getting into the park.

Unnecessarily dangerous and rough on cars. Suggestion: Look into a hovercraft ride into/out of canyon as part of a visit to Chaco!

It didn't stop us, but it was very uncomfortable.

One of our tires was destroyed we had to buy a new one in Carlsbad. Don't mind it being a dirt road but the washboard and sharp rocks should be improved. Our tire was fairly new and still had a lot of tread. A sharp rock poked a hole right through it.

Very slow drive. We were glad to be in a Jeep. Road is in bad need or repair (grading and gravel at the least). Paving would make it much better, particularly for those who are going elsewhere for part of the day.

It is a beautiful drive into Chaco Canyon, but the current conditions of the road are distracting. It isn't as important to maintain the roads as it is the park, but any improvements would be nice. Possibly gravel to hold down dust and ease the washboards. Maybe a picnic stop with a ramada.

Used my son's car instead of my RV.

Would be concerned about future visits if we drove a camper.*

How can one's mood be alright when one has just subjected his car to mobile hell.

I doubt if I would return.

Would hesitate to recommend the north entrance to anyone.

Following the brown signs in put us on a horribly uncomfortable road in. Going out we followed a shorter road which was much better.

It should be paved! This is atrocious in this rich country. Built one? (unclear sublease) and pave both access roads.

Difficult road made driving uneasy.

It delayed my arrival by 1 1/2 hrs and was not very pleasant, especially not knowing if at the end I'd find a campsite.

It was an unpleasant ride in and out. We're going to have to get our teeth re-filled.

Roads north and south are too wash-board! I was afraid of having a flat. My top speed for the economy car was 15 mph. Please keep roads in good condition all summer long. Perhaps a modified tar/asphalt cover. Or scrape more than once all summer.

See above! ("Had a flat tire on the road in")

We do not plan a return visit on the present roads.

It makes it less enjoyable.

I won't go back until the road is much better. (Paved)

Would not recommend to friends or other people.

Makes it difficult

It made it a longer and more inconvenient visit than hoped for. We could have seen more of the park had the road been better.

Had to allow more of available time to navigate roads than to see/experience Chaco.

Next time we'll rent a car and not subject our car to such bad roads again. We almost turned around and didn't come when we started out on the washboard, rocky "road".

We took a day trip and could not stay as long as we liked for we were fearful of rain and bad road conditions due to this.
Except to get ice.*

The difficulty of access means more time in travel, less time for exploration.

Makes it difficult/but this did not stop us.

I would not soon want to travel on that road again, so I would hesitate returning to the park.

I would not want to see a freeway into the park, encouraging mass tourism, but I think the gravel road could be kept in better shape. The drive in with a rent-a-car was a bit harrowing. Also, a few more signs letting you know how far to the ruins.

It is one of the worst roads I have driven. It will reduce the number of times I visit Chaco.

Stayed for a shorter amount of time to allow for extra travel time on poor roads and the need to avoid thunderstorms on unimproved dirt roads.

Possible damage to vehicle. Reluctance to use in poor weather. Need surfaced road from HW 44!

Would have come long before!

This is my second visit to the area. First was during the winter my car could not make it.

Road was unpaved and rough. Would not return on it.

I have a good truck! Actually, rain would make it hard to get here.*

Only if it rains. Then it may be difficult to get through. Otherwise, no.

If it were rainy, then we wouldn't have come.

Casual visit out, a one or 2 day stay to see more and rest from the ride.

We would not recommend that people go there.

Need better roads into park! Takes too long to drive into and out of area.

One sand pit, a safety hazard, we had to drive through.

Makes coming back here for a second day unappealing.

Ruined 2 tires. These roads need improvement. I won't go back over them.

We anticipated the wash-boarded road out with dread!

It's horrible. I have talked up the park to everyone, but have advised any travellers with trailers or campers that the road is horrible!

How would you like it if you had to drive your brand new car on the access road for 20 miles?

Very negatively.

I would have second thoughts about visiting the canyon again because that road is so treacherous and isolated.

I would be reluctant to transverse the washboard in our car again...perhaps a truck.

At least, better signs are needed along the northern route so that folks don't make a wrong turn. I know the unpaved road adds to the remoteness, but I'm glad I was driving a "rental car," not my own.

The 21 miles of bumpy road were uncomfortable for my elderly mother (the kids loved the bumps however!). The first time I came to Chaco Canyon it was raining. The road became to slippery in the mud and a car in front of us slid down into a ditch. A paved road would be wonderful!

Would not recommend the trip, if travellers are going to Mesa Verde.

Just too rough.

I had a bad car, and it's worse.

It is hard on a vehicle to access the park.

My Buick barely made it...*

Slight improvement in the washboard effect of the north road would help. I like the remoteness which is helped by having bad roads but I'd like to be able to drive about 30 miles without having my teeth rattle.

But, if I was not using a rental car, I would not want my own car to take the punishment. This may deter locals from returning.*

We had a brand new car and didn't really like driving on the dirt road that was so rough.

It delayed my coming to Chaco. I'd be less likely to come back. There are other ruins with better access.

We waited till we had a 4 WD vehicle.
I, myself, have driven on roads even worse. However, most of my friends will not visit the park if they know the road condition.

Bumpy in and out, but it was expected for gravel/dirt roads.*

Needs grading and oiling.

Glad it wasn't our own car! Lost time, and hour and 1/2 of what we had expected to use at Chaco itself due to the Nageezi conditions. Route 57 leaving was much better.

I don’t mind dirt or gravel roads, but the wash board needs to be fixed.

I would think twice about coming back because of the access road.

Access road needs grading. It's hard on the car.

Responses that indicated why the roads had a positive affect or why it should not be changed:

I believe that if the road is paved the beautiful park will look just like other parts of New Mexico.*

We feel that the condition of the road helps keep Chaco isolated yet available to those who are really interested in the ruins. Also helps prevent Chaco from becoming just another recreation area.

I believe that if the road is paved the beautiful park will look just like other parts of New Mexico.*

Dirt roads help to weed out the not so serious types that may, in the long run, cause serious damage to the area.*

Keep it the way it is! To pave it would bring the hordes. Chaco does not mean the hum/roar of a paved four lane road. It means dust and solitude.*

It's worth the effort regardless of the road.*

Ruin the ruins with pavement.*

Dirt road assures a more isolated experience.

If the roads were better graded, that would only result in more people, more destruction to natural beauty.

The road didn't bother us and we hope it is poor enough to discourage the idle visitor.*

They're rough but I hope they're not improved so as to bring even more casual sightseers.

Makes me want to go because won’t be as crowded, will be more remote.

I think its good the way it is.*

I was happy that the road and surrounding area was not developed. This fact made my overall trip more pleasant.

The roads make you slow down and enjoy the scenery. It was a refreshing break from the highway.*

This made me more curious. If the road is kept this way it will keep away the less interested and the unappreciative.

Do not pave the road!!!*

Keep it dirt and you will preserve the relative isolation of this wilderness area.*

Rough, but worth it.*

Please do not improve the roads. As they are, they likely help keep the park isolated and the ruins protected.*

It is not a real impediment. If it keeps down crowds, it is a benefit.

It enhanced it.*

It was worth the dirt road—if its a problem for someone, they probably don’t really care about what is there and shouldn’t come.*

It actually enhanced my enjoyment of the park. It felt more natural than a four lane freeway into the wilderness.

Road access is fine as is...better roads = more Winnebagos...not desirable.*

For a one-time visit.*

Keep the road as is. One is more appreciative of a place if a little effort is made to get there.*

Keep them like they are! Chaco discovery deserves effort.*

The dirt road is awful but doesn’t stop me.*

I liked it.*
After a long trip we thought about turning when we saw the gravel road. We were a little bit tired after this access. On the other side, there were only few people in the park. We enjoyed that.

No breakdowns! Part of the experience.*

The road is a very wonderful dirt road. If you pave it, the park will be trashed. It's your protection. A very civilized dirt road.*

I would probably not come here if roads were better because more people would come.

It makes it more attractive.

I want to see it kept as it is! Very, very important to me to not see it paved. Yuck!*

Don't change it!*

I'm happy it's not paved. That keeps people that have a "McDonalds" mentality away.

Keep it just like it is, or worse!*

Road does not have to be paved, in fact it adds to the remote feeling of the park but the road up from the south entrance is a little too rough if it was like the one heading north it would be fine. Nice to be able to do steady 40 mph VS 20 mph or less and worrying about car damage.

The road condition definitely enhances the mystery and beauty of Chaco Canyon, it creates a state of anticipation and mystifying remote complexity that mirror the view of Anasazi culture we have today.*

Don't make the road too easy it encourages too many visitors.

There may be some advantages to keeping the road rough to discourage the less serious visitor. There are other sites like Aztec that are suitable for more casual tourists.*

Do not pave road. It will destroy spiritual beauty of area.*

The roads are just fine for those who are motivated to visit such a special place!* 

If you pave the road it will increase visitor impact and increase natl park cost, etc. Don't pave the road!* 

Don't pave it!* 

Enjoy primitive roads.

See above (The unpaved roads were pretty bad, especially the "washboarding" that has occurred. Paving would probably attract too many people. How about just grading a little more aggressively).*

The fact that the road is dirt did not bother me, in fact, it probably keeps out these people who are not truly interested.*

Current condition should be maintained to defer crowds and RV's.

Was actually a plus as it keeps down the number of visitors.*

I am very glad that present road conditions discourage the most casual visitors. I came to Chaco in large part because it is more remote than many Anasazi parks. Though it is becoming more populated in the 5 years I have been coming.

I like the roads the way they are. I think they function as a means of crowd control for the park.*

I love it. See # 5 ('crowd control'). Keep the road as it is, otherwise Chaco will become over-crowded. Mesa Verde is available for those who wish for easy road conditions.

Keep roads as they are!* 

If you want to get to Chaco--this is little enough to put up with! (After reading comments in the log book at the visitors center, I agree, don't change the roads to make the park too easily accessible.)*

It's a perfectly fine road.*

I love the roads as they are. I don't want to see Chaco become an easy access, high-volume tourist center. The current condition helps keep less serious people away, thus making it nicer for the more serious visitors. Do not pave/improve the roads.

Keep it unpaved along south entrance!* 

Leave the roads the way they are--don't pave any more.* 

I like it.*

The long roughness of the road means the place will be less over-run with people less devoted to visiting Chaco. I like it! Because maybe only those who truly want to visit and respect what Chaco has to offer will travel the road.

It added to the adventure keeps all but really interested out—a positive side.*
Added to the adventure.

Leave the road as it is. It helps to limit numbers of people visiting and therefore makes the visit more enjoyable.*

With the roads the way they are, you really have to want to come here to make the trip.

Dirt road keeps park somewhat isolated (good).

Makes it a bit more appealing.

Keeps the clutter of casual tourists down!

If roads were paved too many people would visit, causing further deterioration and vandalism.*

If the roads were to be paved, a lot more people would come. Then I would not come.

The reputation of the access road made it more intriguing—and more attractive because we thought that the place would be quieter as a result (it was).*

If you improve that road, this would change the environment. Leave Mesa Verde as a Yosemite. Leave Chaco alone!* It's a plus because it cuts down on the number of visitors allowing more privacy.

I actually prefer the rough roads. I realize it should be there for everyone, but I prefer that only serious people see it. Those that are serious about it are probably more respectful of it.*

I prefer it because it makes access more difficult. Restricts crowds.

The long drive on the dirt roads will help preserve the ruins.*

I like the road. Places like this should be even less accessible. Perhaps hiking in only!

Please don't pave roads into it. Increased traffic will adversely affect the ruins and environment.

Keep over crowding away. Puts you in the mood.

It is partially paved. Leave it dirt.

Please keep the road unpaved dust road (but feel free to fill some washboards along the way...).*

Keep it hard to get to!*

Don't pave the road!*

Felt more isolated, harder to leave (felt good).

Keeps the riff-raff out.*

I think that graded dirt without corduroy would be nice. It limits the number of visitors and protects the quality of the people who do make it.

It limits the number of casually curious.*

Contributes to reduced traffic and resulting in tranquility.

We drive a rental car, Chevy Blazer, and we have no problems. We like these natural roads. Don't pave it!* Positively: Less likely that every Tom, Dick, and Harry with limited interest will be there spoiling the atmosphere, so anticipated peace.

Contributes to lack of crowds.

Limits access.

If it is a deterrent to a proliferation of tourists. I like it.

If I had known how bad in advance, might not have come, but having got here, I'm glad it's not over-run with tourists that might swarm if more accessible.

Keep road as is to discourage excessive visitor traffic (as in Mesa Verde).*

Don't pave it.*

It was quite rough on our vehicle, but we liked the fact that the conditions might discourage more casual tourists.*

The roads help emphasize how harsh the area can be if a lot of work isn't done to keep the area "comfortable".

Keep it rough. If you really want to get here, you will.*

Paving the road will only bring destruction to the park. The present road condition makes you enjoy the archeological site even more.*

I'd been here before. I knew what to expect.*

Leave it unpaved!
It is a real adventure to get there. You earn your right to visit the ruins. Pave the road and you really will have some ruins!

It enhances the feeling of isolation and primitive conditions.

We liked the rough roads. It was more challenging.*

Roads were adequate. The difficulty in getting there inhibits too many people crowding the site (Mesa Verde was a zoo!).*

Really helped establish a wonderful feeling of isolation and other worldliness. Please do not improve the road.

By being less accessible it appears to attract people who are more determined to experience it in its natural state and more respectful of the environment. Please don't pave!*

They were very well kept.*

We like it because the roads keep away the commercialization of Chaco.*

It helps maintain the primitive aspect of the park. It's part of the big picture, part of the experience. Don't pave the road. I might add the southern road seems more enjoyable and in better shape than the northern road. The dirt road probably helps keeps those it bothers from coming.

Knowing that the road would discourage many people, made Chaco more appealing to us.

If road improvements were made, Chaco may become more accessible to the "wrong kind of people" who would not appreciate its history and respect it.*

It made us more likely to visit because we thought there would be fewer people there.

It limits casual visitation, I think it means most visitors are more serious.

This is a conflict. I lean toward keeping it unpaved to keep it isolated.*

Keep it that way, keep the RV's out! Keep the roads awful.*

A paved road would attract too many casual visitors and degrade the experience.

Don't pave the road.*

The road keeps it under developed, which is the reason we came to Chaco.*

Makes it more desirable and pleasant because it keeps down the crowds and allows those who do come to explore fully. Don't pave it!

I like the road. It adds to the remote, wilderness feeling. It also keeps the "masses" away, so only the truly interested can enjoy it.*

Don't change the road. It keeps the wimps out.*

The dirt road made it more fun to come to Chaco because it gives the canyon more remote feeling. You really feel like you're exploring.

When one goes to a remote area, you expect such a road.*

Don't improve access roads. It keeps out the riff raff and less dedicated.*

I just don't attempt it when it's muddy. Don't pave it!*

I supposed you have to keep the road primitive so that only those really interested in the canyon will make the effort. Too many people will endanger the purity of the space.*

Though it did knock some seat bolts loose and our electrical was knocked loose (we fixed both), I understand that the road may discourage people and I believe that keeps the park in its pristine state. Those that go really want to!*

Yes, but if it will slow deterioration to the ruins, it's OK.

It might make it more difficult for others. But I prefer the isolated location. It helps preserve the site and less people.*

Do not pave roads! Don't turn Chaco into Mesa Verde.*

You can say I was influenced because I thought it would be less crowded.*

The road is appropriate for the primitive ruins.*

Reduces the number of visitors in the park. I prefer it this way, less crowding.

Please let those managers know that they should not pave the road.*

We came, knowing the dirt road would keep the idly curious away.

Don't pave it.*

Road is fine as is. Adds to the experience.*
By being shown as an earthen road on my AAA map, it made me more anxious to see just what was there and expect it not to be too “touristy”. I was right.

It takes us 1 1/2 hours to drive 57. But we don't care. Don't pave it!

Probably keeps out large crowds which is good.

I thought it was great! I think it would lose some of its mystery and charm if it had a paved road.

I like it, because it keeps mere mortals from coming there. I hate it because it shook loose vital parts of my truck.

The difficulty (we travel by motorcycle) added to the mystique and our anticipation or arrival.

I didn't realize it was dirt all the way in and out, but I was relieved when I thought maybe not everyone who was everywhere else would be here too!

Makes it more interesting than blacktop.

Miscellaneous responses:

We live in New Mexico. We've been on worse.*

Makes me think twice about coming and how my travel to the site at Chaco Canyon means crossing land belonging to Native Americans who don't believe in changing nature to suite mankind every time something is inconvenient.

We planned on some dirt road travels on our trips.*

Of course! If the road were improved we could get here in less time and perhaps not need to call ahead to check current conditions. But also, if improved, perhaps it would be more crowded and perhaps some visitors would demonstrate less respect for the area if the required investment of time and patience were lessened.

See reason #5 (the poor roads keep out the casual tourist...). However, if it rains we will probably have negative feelings about caliche chugholes on subsequent visits.

If people want to come, they'll come.*

Would not use southern road again. (We hit a cattle guard a little too fast on the south road). Northern route OK. We liked dirt road just to ensure that it would not be too crowded!

I would still go.*

But a smoother access would be more encouraging.*

Difficult. Camper needed repair. If that's what kept number of people low, perhaps its worth it.

The roads were aggravating but well worth the drive.*

I have a 4 WD truck.*

It was upsetting to me to have to drive it, but I'm sure it keeps many people out. (Crowd control).

Too dusty. Could be oiled or black-topped. But feeling of primitivism would be lost
APPENDIX 5

GROUPED RESPONSES TO AN OPEN ENDED FORMAT QUESTION ASKING CHACO RESPONDENTS TO DESCRIBE ASPECTS THEIR VISIT THAT WERE PLEASING.

Responses regarding independence and mobility:

Also the easy access to ruins.

Being able to walk around on our own, pausing where we wished and

Being able to walk through the ruins

Able to go where we wanted to see.

Walking among and camping by ruins.

Absence of crowds and the restrictions on movement they generate.

and being able to sit in and walk through the ruins.

It was not so crowded so we could visit the sites on our own without a guide.

The ability to wander and get an idea of the size and complexity of the community.

The non-structured trails where we could explore at our own pace.

Exploring the ruins.

—to feel and experience the park closely and at our own pace.

Being able to get close to the ruins.

fact that you could guide yourself).

Close examination of ruins.

Visited at my own pace.

Walking into the house at Pueblo Bonito.

Walking about freely, self tours.

Being able to walk through and among the ruins

Being able to have the choice of going through at my own pace or going with a guide to hear the theories and facts.

The ruins were fascinating (loved to be able to walk into the rooms at Pueblo Bonito) and plentiful! Loved finding pretty shards in trash mound at Pueblo Alto—closest to feeling like an archaeologist!

I most enjoyed the freedom to see things at my own pace.

Being able to see your Anasazi ruins up close and walk through some of them.

it was nice to go at our own pace through Pueblo Bonito.

Walking through the ruins,

Responses regarding access to ruins:

Freedom to actually walk into the ruins by following guided trail markers.

having the opportunity to touch.

Being able to walk among the ruins.

Being able to walk among the ruins.

Being able to walk among the ruins and imagine what it must have been like 800-1,000 years ago during the height of the Anasazi culture.

exploring pueblo Bonito.

The ability to completely enter the ruins and see them so closely.

The accessibility of the sites.

Walking around the ruins.

Ability to enter into sections of the ruins to observe more closely and to get a feel for the environment and dwellings.

Walking through the ruins.

Sitting in and imagining the ceremonies that took place there and how it looked with all the people in it.

the ability to walk in and among the ruins.
Being able to see the ruins close up.

Enjoyed seeing the ruins up close.

chance to experience ruins up close.

Being able to get up close to the ruins.

Being able to go through the rooms.

Sitting in the great kiva.

To walk in the ruins.

Exploring the ruins

Wandering through Pueblo Bonito among the ancient...

The possibility to get access to well preserved ruins.

Walking around the ruins.

The close up examination of the ruins.

Being able to actually enter some of the ruins. But would gladly forgo this to preserve the ruins.

The preservation was more than realized and I like being able to walk through the actual dwellings.

Close up, personal inspection of the intricate masonry.

Walking through the ruins.

ducking through the doorways.

Seeing and exploring the sites.

Getting to walk around inside ruins, look through windows, walk through doorways.

and we were able to walk through some of the ruins.

Being able to walk through Pueblo Bonito and see inside the rooms, look at the original ceilings, etc.

Accessibility to ruins also variable degrees of difficulty/ease.

Being able to walk alone through rooms at Pueblo Bonito and Kiva at Casa Rinconada.

Being able to actually see the ruins makes it a lot easier to learn about it than seeing pictures in a book.

Walking through the ruins, particularly Pueblo Bonito.

Living in Cleveland, Ohio, I had never gotten the chance to explore any ruins before and it was very interesting to be able to actually walk where Anasazi had lived. I appreciated the opportunity to go inside the ruins instead of looking from a distance.

Walking around the ruins.

Walking in and around the ruins.

The long hike to the pictograph was also nice.

I was surprised at the accessibility of the ruins (being able to walk inside Bonito and feel it) it was so incredible.

Learning about the ruins as I walked through them.

Being able to walk into and through the ruin sites (Pueblo Bonito).

Walk inside ruins.

Being able to go into the actual buildings.

Being able to go into the ruins was nice.

Walking through the ruins.

Going into the ruins and reading about them.

Walking through the ruins

Crawling into rooms in the ruins,

Being able to walk into the kiva at Rinconada and into the Bonito structures.

The feeling of being surrounded by such ancient ruins is mind boggling.

Miscellaneous Responses:

All of it!

I was impressed by everything.

Hiking with my dog.

Being with friends.

introducing friends to Chaco since this was my 4th visit.

My husband says, “making love before entering Chaco Canyon”!
Doing things we weren’t suppose to do.

Being the farthest away from home for this particular trip.

Finally made it after years.

Just being someplace we had never been before.

In 3-5 years I will be back to spend several days in the canyon. After that I will be able to answer the questions. The short time I was in the canyon was pleasant.

Everything!

The joy!

We wanted to compare to other areas such as Mesa Verde, Aztec, etc.

It was all very fascinating.

Knowing that people from all over the world can see this part of history in my back yard because I live nearby.

We were pressed for time, I would have enjoyed my visit more if I had a chance to look around in the visitor center more and be more aware of what Chaco Canyon is all about.

the company of a brother who loves the place.

The whole trip was really very enjoyable.

Sorry we did not have more time.

It is inspiring to boast that the US can boast ancient structures just as Europe can.

Responses regarding positive aspects of interpretation, visitor center and park amenities:

Films at Visitor Center.

The visitor center and the guide explanations. Clean restrooms.

Park Service guide through Pueblo Bonito. Visitor center.

Enjoyed the narration at the visitor center and all the displays.

G.B. Cornucopia (ranger) and his stories of Chaco.

The balance of just enough restoration to show how it was and the lack of restoration to make it “real” was just right.

The museum was excellent.

I can’t say that I enjoyed most the park ranger talk on astronomy on 5/22 but it gave such a different on what I learned while here, it changed some of my beliefs of the culture that had lived here.

and the unpaved roads going into the canyon. Do not pave roads.

Campground–campfire talk by ranger–informative and friendly.

The ranger campfire talk on archaeo-astronomy

Very well run by the NPS.

Ranger talk given by B.G. on Anasazi astronomy.

Liked not having information boards on every ruin.

Visitor Center


Preservation is amazing.

The guide booklets were available for understanding the significance. However, many of the bins were empty and it was necessary to use guesswork and comparisons with other ruins to understand what one was seeing.

The way the park was nicely kept up. The visitor center.

Everything! I even loved the drive on the reservation road. Please don’t improve it! I’ve dreamed of coming here for four years.

The ruins are well preserved but not gentrified.

Enjoy the variety and different types of ruins I was able to see.

the museum was great with excellent display of pottery and artifacts. The rangers were courteous and helpful.

The films at the visitor center.

Trail guides made study of some easy and informative.

the way the park is run.
The films at the visitor center, the courtesy of the park service employees (very important) the night lectures and the day tours Pueblo Bonito. The brochures are great for each area to visit.

We really appreciated the trail markers being so unobtrusive and the fact that they blended in with the ruins etc. So they didn't stick out in our pictures.

Lked the campground setting and having the coyotes howl at us last night!

and film on sundial.

The video show in the auditorium of the visitor center about Fajada Butte and the meanings of spirals.

The organized trails and markers. Too bad there were no trail and marker guides to help us identify what we look at.

Easy to follow trails with good explanations in pamphlets which can be explored at one's own pace.

Exceptional friendliness of staff

relative lack of intrusive informational aids.

The little video presentation,

Being able to ride our bikes to visit the ruins

I also enjoy ranger talks and walks but compared to the other parks I have been to the walks do not seem quite as informative and was much shorter in length. I believe that if there was more ranger talks and they were better advertised, it would cut down on the number of people walking on their own and hurting the ruins.

Professional attitude of personnel; helpful, friendly and informative (not didactic).

reading the available information. The staff and videos are helpful and enjoyable.

Excellent ruins trail guides. Restroom facilities at ruins. Fabulous job of restoring the ruins, yet keeping them looking as natural as they do.

The wonderful, slow dirt road on the drive in.

Ruts in the road. and the entrance was terrific.

Pueblo Bonito preservation.

Tours and movies were also excellent.

The good tent camping available.

quality of preservation, introductory film,

Unpaved access and trails.

Park is very clean.

Displays in visitor center.

I also enjoy the campfire talk and the library of artifacts in the visitor center. In the past I have also enjoyed the videos and would like to see more.

I really enjoyed the ranger talks and

Enjoyed the visitor center.

Information on Fajada Butte and the condition of the sun dagger because I was wondering what was going on out there.

and of course bathrooms at sites.

The visitor center-museum was informative and helpful.

The beautiful preservation of the ruins and the campfire programs and the visitor center video programs and the ranger guided walks through the ruins.

Seeing the Chaco Anasazi displays about their civilization and culture.

The displays in the visitor center.

The interpretive tours and I also very much enjoyed the campfire program.

Visitor center people were friendly and informative.

Ranger lecture at Hungo Pavi.

Information was very well presented.

Seeing elements in their original condition (ie roof in Pueblo Bonito) rather than restored by archaeologists. Visitor Center was an excellent source of information and break from sun's heat.

I enjoyed the artifacts in the museum visitor center.

Enjoyed the film presentations at the visitor center on Chaco and the Anasazi. Nice written material available.
nice lecture by volunteer,

Information re: construction of pueblos, natural history, charting seasons.

the interpretive lectures.

The campfire talks, especially Bruce's story of creation.

The botanical explanations in the visitor center also quite nice.

Seeing the pottery in the visitor center.

The visitor center is terrific!

The quality of site documentation.

The tour of Pueblo Bonito. The self guided walks. The campfire program (Navajo creation story).

Guided tour of Pueblo Bonito.

The nice people who worked there.

The visitor center was very nice and informative.

the dedication to preserving the traditions and cultures of the Anasazi.

The campfire, Navajo Creator, story added to the aura of magic and timelessness. The volunteers we encountered in the VC were very friendly and helpful, eg Tom McClellan. Exploring the ruins with the aid of the excellent guide books was the highlight including looking on them from above.

Museum.

Tour of Pueblo Bonito. Ranger talk of probable ceremonial life of the Indians and

Taking the self-guided tours with the pamphlet. It was very educational, although there were questions I had that were not answered.

Stories at the campfire.

Good information about the nature and the sites.

ranger talks at campgrounds, air conditioned VC.

A wonderful orientation with helpful staff at the visitor center to get you started in the right way. This includes the information films and the campfire program. art, tent pads in campground! Campfire talks.

Reading info. in visitor center.

The self guided tour of Pueblo Bonito. Visitor center stuff were very helpful and the exhibits were very good. Nice rangers at visitor center (friendly atmosphere). The museum

Level of preservation allowing good look at structural features. Guides books gave impressive and clear narrative.

Visitor Center.

The ruins and information at the visitor center.

Film in the visitor center was very good.

Ruins and ranger talk.

Liked the composting toilets. Liked the painted trail markers.

The visitor center because it gave you things to look for.

The artifacts and stories at the visitor center, The self guided tour booklets.

Especially intriguing to me was the Fajado Butte sun calendar.

Video presentation of Fajada Butte. Museum displays.

Little museum inside visitor center.

the museum,

Seeing how many ruins there are so close together. Seeing pictures of how they looked 1,000 years ago gave me a sense of how urban and developed the Anasazi culture was at its peak in Chaco. I also loved the info. at the visitor center and a tour of Casa Rinconada. The ranger (the guy with the big beard) gave his opinions nd ideas of some of the current theories about the Anasazi. The contradictory opinions of rangers at Mesa Verde and Chaco gave me a good feel for how uncertain the theories are. That allowed me to give more credit to my own ideas and impressions. Keep the opinionated rangers.

The fantastic conditions of the structures. The self guided pamphlets.

Helpful park staff. The visitor center.

I really enjoyed the handicapped bathroom, a true plus for me.

Guided tour of Pueblo Bonito.
The excellent guided tour by Mr. Atkinson.

The film on the Sundagger, air conditioning at the visitor center.

Ranger’s story about the Navajo creator myth around the campfire in the campground.

The emphasis on protecting the ruins (handouts and Photos of defacement).

Ruins seem to be in good condition and well cared for.

Having access to area.

The opportunity to talk to you and the rangers.

Real good museum, ruins were in better condition than we thought they would be.

beautiful campsite, the visitor center collection.

Exhibits at visitor center.

Seeing the ruins more or less in their natural, undisturbed state as they were originally discovered.

Well identified trails with maps and numbered stopping areas with explanations.


Watching a video about the Chaco Canyon culture in the visitor’s center. It was most enlightening.

The tour provided the afternoon of 8/5 of Chetro Ketl by the park staff. The campfire program on “roads” on 8/5.

The self-guided trails and Interpretive materials were helpful and available on several levels.

Campfire programs were very good. Aug. 4 & 5 Bruce and Cynthia.

Good trail guides and numbered markers on trails. Being informed about the Sun Dagger was a pleasant surprise, as we were unaware of it before entering the park.

The self-guided tours. The video was very helpful considering our limited time.

I also think the visitor center had an excellent museum. It helped me put things into perspective.

the EXCELLENT visitors center.

The explanation of the village ruins. The ease of finding site not get excavated.

Reading the guide book to learn more about how Indians lived.

Respect for the past and the land.

Tour with G.B. Cornucopia of Pueblo Bonito.

The condition of the ruins after all these years. I had been here 20 years ago and it still looked wonderful.

It was spectacular ruins a variety and it had excellent brochures for information.

Speaking to the volunteer who offered information on the history of Chaco Canyon.

Park service talk on sacred places at Pueblo Bonito.

Campfire talk by Navajo ranger creation story.

I was also surprised by the good condition of the ruins.

seeing the video on the dagger.

Mr. Cornucopia’s tour and the tour guides are informative and detailed explanations of the ruins and their significance.

Restrooms available on the tour route.

Park ranger McClelan gave a great campfire talk on 8/6.

It was very interesting to take the self guided tour through Pueblo Bonito. The $.50 pamphlet contained a great deal of information and

Movie in visitor center about life of the Anasazi helped to explain organization of community in ruins.

In this one in particular I enjoyed the campfire talk with the ranger.

the visitor center.

Wilderness-like camping (good campsites, sandbeds).
Nice campground. Campfire talks.

Many different places to visit. Bulletins pointing out architectural items.

The exhibits in the visitor center and then to see the ruins as preserved not as a tourist trap!

The film, "Sundagger" was interesting.

The high walls, the size of Bonito,

camping near the canyon walls. I also enjoyed the evening talks by the rangers.

Fireside chat, archaeo-ethnology. The ruins seem more in their original condition than other sites I've visited (Mesa Verde, Bandelier and sometimes in Utah whose names I can't remember).

The ranger lectures most of all. We heard the campfire talk about astronomy and the hike to Pueblo Alto with a guide.

the well maintained ruins.

Going into the ruins and reading about them.

I thought the exhibit at the Visitor Center was excellent. I also enjoyed the film "Sundagger". The park service people were very helpful and well informed.

lunch in the shade.

Lincoln log exhibit at Arroyo was good to clarify printed description of kiva construction.

Ranger tales.

Seeing the ruins:

Note: 41 visitors wrote "the ruins" and in the interest of space these responses are not transcribed here.

Seeing the immensity of development here 1,000 years ago.

I was able to see ruins I have never seen before. I was very pleased.

and the absolutely fascinating ruins.

Seeing the ancient pueblo life

and touring the ruins.

Astounding sites.

We were very tired from days of travel to other ruins and didn't hike much but were very impressed as to the extent of the civilization.

Visiting the various ruins.

The ruins, scenery. Walking in both.

The size of the dwellings.

The scope of ruins at Pueblo Bonito.

The opportunity to see such a large area of history.

Looking at actual ruins and how they were constructed.

The ruins scope and magnitude of the sites.

The kivas and dwellings at pueblo Bonito and the deserted ruins (also no tourists!) at Penasco Blanco.

archaeology—obviously!

The unexcavated ruins and the pictograph site.

I was impressed with the extent of the excavations and the quality of the masonry work.

The impressive architecture and masonry work. The pueblo design and how big it was.

the area and its many dwellings.

The intricacies of the structures.

Quality of construction.

Ruins, high walls, size of sites etc.

The ruins were magnificent. The magnitude of the development was fascinating.

Observing structures and reading history.

The ruins were great and much more than expected.

Best collection of Anasazi ruins I've seen yet.

Unique site! Diversity of structures.

The ruins are quite impressive and their proximity to each other makes and interesting tour.
The enormous old houses.
Touring the ruins.
seeing the design and construction of the buildings.
Culture and architecture of ruins.
Archaeology, ancient ruins.
The antiquity.
The fascination of the houses,
Inspecting the ruins.
It was an amazing thing to see so many ruins close together.
Seeing and exploring the sites.
Viewing the remains of the Indian Culture.
The simple ruins. Experiencing Fajada Butte!
Exploring Pueblo Bonito and Pueblo del Arroyo.
Visiting the ruins and
and the ruins of course!

Backcountry Access:
Backcountry hikes
The panoramic view from Alto Mesa.
and backcountry trails.
The backcountry hikes
Hikes into backcountry.
The feeling of solitude on the cliff tops and the scene looking down on the ruins also the magnificent distant views of the mesas.
Hiking from KinKletso the round trail on the north ruin and seeing the ruins in the birds eyes view.
The mesa top trail.
The mesa loop hike,
Hiking up to the ruins.

Hiking along the rim of the mesa in late afternoon, seeing the pueblo ruins from above.
Access to an area that has so much to offer in the area of history and backcountry wilderness.
visiting Penasco Blanco.
Access to other ruins through hiking trails.
we especially like the ride out to Wijiji Ruins.
walking the trails to the sites above the wash.
Pueblo Alto and Jackson Staircase trail hike.
The hiking and the trails to outlying ruins.
Penasco Blanco.
Pueblo Alto loop trail and Alto Mesa Views of Pueblo Bonito from trail.
Hike from Kin Kletso.
Hiking the backcountry trails was very enjoyable.
Hiking the new trail to south mesa and
seeing the pottery sherds on the Penasco Blanco trail.
Hiking up above Kin Kletso and
The walk to Wijiji.
We most enjoyed the hikes in the backcountry.
Pueblo Bonito overlook.
Spending time in the desert (away from Denver) and hiking the trails.
Hiking to a desolate place on the mesa and seeing the canyon below; incredible! I have never seen lizard tracks in the sand before.
The best day was a hike on south mesa loop to Tsin Kletsin; a great loop trail.
Walking the Alto Mesa trail.
Discovering the Jackson Staircase was a joy—truly awesome and wonderful.
The backcountry hike.
Climb behind Kin Kletso to get an overview of the canyon and Pueblo Bonito.

The overlook to Pueblo Bonito.

The fact that you can get a good aerial type view of some ruins.

Views of the canyon from mesa above.

Getting a perspective on the ruins from Alto Mesa.

Hiking the Pueblo Alto trail.

Sitting on the mesas above Pueblo Bonito.

The view of Pueblo Bonito from Alto Mesa.

But especially the hike to Peñasco Blanco.

A hike onto the Canyon above Pueblo Bonito.

Hiking to the top of the mesa and looking down on Pueblo Bonito and Chetro Ketl.

Climbing up to Pueblo Alto and

• Climb from Kin Kletso to Alto Mesa.

And the view from the top of the mesa.

The hike to Pueblo Alto with a guide.

Overlooking Pueblo Bonito and the hike to it.

**Seeing a specific ruin or feature:**

“Pueblo Bonito” (9%)

“Casa Rinconada” (4%)

“The Petroglyphs” (<1%)

Fajada Butte
Chaco wash.

**Responses regarding opportunities to experience silence and solitude:**

The silence and solitude. The relatively few people (although a lot more this year than last).

The peacefulness.

Silence. Scenery

I enjoyed the peace and quiet.

The Quiet.

Quietness.

Not Crowded.

Remoteness, isolation, quiet.

Being away from the city.

The “untourized” feel of the park is great.

Uncrowded.

How remote the park is.

Not crowded.

It was May, the weather was sunny but a cool breeze and few tourists made viewing the ruins especially enjoyable.

The feeling of solitude on the cliff tops... The relatively few people.

The quiet.

Relative solitude.

Absence of crowds

No crowds.

To be in such a remote, historical place and see the Anasazi ruins.

The lack of human impact on the park, the isolation,

It was not so crowded so we could visit the sites on our own without a guide.

Seeing how the people lived and not being mobbed by tourists.

The isolation of the canyon itself and the real desert feel made Chaco unique among the ruins we visited.

And the atmosphere and silence in the ruins.

Isolation.
The solitude and the undeveloped nature of the ruins (ie many not totally excavated and fact that you could guide yourself).

remoteness from modern day activities and people.
The longer, less travelled walks and the
the deserted ruins (also no tourists!)
being able to get away from the general population.
The poor roads keep out the casual tourist, the kind of person we see in the Yukatan carelessly destroying ruins.

People who take the effort to come here seem to enjoy the quiet serene beauty, the history behind the buildings and petroglyphs. In other words we enjoy fellow naturalists and history buffs. Other campers are a treat to meet too.

A feeling of isolation. Not so many people. We need to keep things inaccessible.

The solitude, quiet
Peaceful sense of isolation.
lack of tourists,
Privacy. Small number of tourists.
Remote location.

Maintaining the unspoiled integrity of the canyon is very important.

The quiet,
Quiet.
The quiet at night.

Wasn't commercialized.

Liked Chaco because it is less crowded than other N.Ps in the region. Keep the 29 mile dirt road; keeps obnoxious tourists away and just the really interested ones come.

The quiet.
The sense of isolation which contributed to fewer visitors was appreciated.

Ability to hike around on our own without other people and the ruins in peace. This is the best thing about Chaco, that it is not a main tourist stop just off the highway.

There are other parks that are easy to access. Please leave this one for those who are willing to go out of there way to see it.

Not too many people.

Not crowded. Did not get irritated by others.

The quiet and the stillness.

The isolation and solitude. The unspoiled nature of the area.

Lack of crowds like at Mesa Verde.

Peaceful, quiet, remote,

Solitude, serenity,

uncrowded environment with no officials looking over your shoulder.

The quiet and isolated campground. It is unimposing, just right.

Since there were no large groups of people on “suicide tours” I was not rushed or held back by a crowd. It is most enjoyable at whatever pace I want to set.

It was not crowded.

Silence.

The lack of crowds.
The isolation was great. Not too many so called tourists to be found. Only hard core explorers seemed to make the journey...I liked that. If it turned into Yosemite I would never come again.

Peace.

The few number of merely curious tourists. Those who came to Chaco were here for many of the same reasons I came.

The peaceful, uncrowded atmosphere.

Lack of crowds maintained.

Few people, no lines.
My first visit was 1977. We enjoyed the loneliness of Pueblo Bonito at the time. A good atmosphere to enjoy. This atmosphere is alas away.

Walking around on trails less travelled.

Lack of crowds. It is not yet overrun and damaged.

the isolation. The lack of crowds and RVs made this a most peaceful place.

Sense of isolation from contemporary, urban reality.

the solitude.

The absence of crowds.

Its quiet, not commercialized. Beautiful stars while camping. We go to Chaco each summer and often bring friends who visit from out of state.

the seclusion of the area.

It was uncrowded (though more crowded than I expected)

It is not often you can see something like this without the surrounding claptrap of tourism.

the opportunity to visit the ruins in relative solitude.

the rocks, the seclusion. The lack of commercialism.

No large crowds.

Remoteness and quiet.

And I loved the overall remoteness.

Visit sites with children without crowds.

No hordes of tourists. The people who were there had to do a little work to get there, therefore it was a serious visit for them.

Being away from mass tourism.

Few people.

to see the ruins as preserved not as a tourist trap!

The fact that it wasn't very crowded,

I especially liked the remoteness of Chaco Canyon, and though I didn't particularly enjoy driving 60 miles (coming and going) on dirt roads, I thought they might be a good barrier to keeping hordes of people out. I liked the fact there were so few people here.

Positive experiences on a spiritual or humanistic level:

The spiritual uplift.

Evidence of community harmony.

Quiet and peaceful. Full of mystery and previous spirits. The echo of a great civilization.

Feeling of communication with native people.

The thing I most enjoyed about Chaco is the strong bond I made with the land.

The discovery of an ancient and mysterious living place. To approach and feel harmonious blend between secret nature and people presence.

The spirituality present in the ruins and petroglyphs.

The magic and mystery produces by an ancient people.

The intense spirit that dwell in the ruins. Imagining people just like us building and struggling, living in these constructs is a difficult concept. It is easier to imagine the ruins belong to a species that is now extinct. The fact that they were human beings is very eye opening and provides a wider understanding of our planet.

Sense of land and native use.

The architecture. It grows from the land and is living and organic. It responded to the spiritual, cultural, historical and architectural world view of the Anasazi culture. It still rings a chord with us in the late 20th century.

Experiencing the amazing architecture and subsequent masonry work of the Chacoans and how it centered around their spiritual lives. Also being able to carry out these tasks with limited tools.

The sense of moving back in time.

I had a chance to feel a part of the past.

The mystic of the area was incredible.

The sense of having walked where they walked.
Trying to feel what brought the early people to this place.

The feeling one gets when standing in a place where a civilization long gone once flourished. Realizing the high level of civilization that once existed.

and my own spiritual trip through his valley.

Honoring the place, history, earth etc.

Sense of awe arising from speculation about why and where the people went.

Trying to imagine what the political/spiritual dynamics that could conceive and deliver such a complicated enterprise.

The feeling of amazement at engineering of structures built so long ago in a free,

The sacredness. The strong Indian presence.

The awesome feeling I got knowing that so many people lived in such dwellings.

I could write an essay about this! I am fascinated and mystified about the Anasazi; find being in their spaces profoundly moving. I am very proud of the Native Americans, (of course, sharing in our collective whiter person's guilt of their treatment) and want to learn more about them to share with my family and friends. Spent two days at Canyon De Chelly before Chaco. Mostly I feel the same sort of longing for their lives of community and sharing, at least of what we perceive it to have been.

The grand kiva at Casa Rinconada; where I did morning prayers and chanted.

The timeless, peaceful attunement with the natural elements—away from modern life.

The presence of the spirits. The incredibly powerful spiritual energy.

the spirituality.

The sense of peace. The feelings that came to me about how the Chacoans lived,

Sense of the sacred

I have seen numerous pictures but nothing can prepare you for the feeling. I was in awe of the awesomeness of it.

Positive aspects involving learning:

Insight into the ancient ones.

Experiencing the history of a different time.

The buildings and wondering how they ever constructed them with primitive tools.

The history lesson gave me pause to think about the past.

Understanding Anasazi culture and lifestyle. Appreciating the dramatic culture.

Learning about the Anasazi and comparing the ruins with others I have seen.

The wonderment of how the peoples lived in the area.

It was educational and that I always thought Native Americans lived in the Tee Pee. We are senior citizens and never knew about these kinds of living questions.

The educational aspect.

The opportunity to ponder the ruins of an ancient civilization.

The discovery of an ancient and mysterious living place.

Being close to history. The sense of wonderment.

Learning more about the Chacoan culture and visiting the pueblo.

Imagining people just like us building and struggling, living in these constructs is a difficult concept.

Desire to see and compare stacked stone masonry structures at several locations in the southwest. We also visited Bandolier on this trip and have been to other locations in Arizona on previous trips.

the history behind the buildings and petroglyphs.

Learning about the paleo-astronomy discovery at Fajada butte

The depth and breadth of their or their construction abilities with what tools they had available.

Learning about the Anasazi

Visiting the ruins and imagining what the canyon looked like when the Anasazi lived here.
Looking at the ruins and trying to imagine what they were like when inhabited. The masonry fascinated me! So sizes of stones, it is so beautiful.

Viewing the ruins and learning about Anasazi culture, architecture and masonry techniques.

Understanding an Indian culture of intense intelligence.

This was my first visit to any Anasazi ruins. Very thought provoking, nice calmness spending time at the ruins.

The sense of the past peoples.

Learning the history of the Anasazi and seeing the ruins.

I had previously visited other ancient ruins in New Mexico and Arizona. This was most impressive because of the intellectual advancement of this particular culture. My only regret; I would have like to have stayed longer.

Learning about a part of human existence we didn’t know much about.

To marvel at what people could accomplish without the horse and wheel. To wonder what can eventually be learned from the relatively quick disintegration of their culture and perhaps use that information to help our culture avoid a similar fate.

Learn history and culture of those who lived there.

Trying to envision the hardships of their lifestyle; food gathering, hygiene etc.

Observing how ancient people lived in a lavish environment and flourished.

Learning about an amazing old culture I previously knew nothing about.

The marvel of Pueblo Bonito in a fantastic former civilization, ecological environment building.

Discovery of the Anasazi astronomical abilities.

To be better able to understand how the Anasazi lived (and died)

Pueblo Bonito because you could really let your imagination run wild.

We enjoy learning more and more about the culture of the Anasazi people.

Learning about the Cacoans.

The fascination piqued in my mind regarding the ingenuity and determination of mankind irrespective of time, place or kind.

It’s a wonderful way to teach our children about the ways of our ancestors and give them pride in the accomplishment of what Indian people did.

Experience another time and culture.

The history.

Feeling of being in a totally different area of time.

Learning an ancient culture. Contemplating their way of life.

Introducing my children to the history of the ruins that I visited as a child.

Reading and studying about the Anasazi and their ruins.

Learning about the ruins as I walked through them.

Learning about the construction method of the Anasazi.

Cultural aspects of Anasazi culture.

Compare, contrast with other Anasazi sites.

and learning about the people.

Thinking back, imagining how it would have been to live here. Learning time frame of construction and the construction itself.

Positive aspects of the scenery:

The incredible setting. Keeping the sites as natural as possible.

Natural surroundings.

Open spaces, fresh air, friendly people, sense of back to nature.

The beautiful canyon walls.

The unspoiled beauty and sounds of nature.

and be able to experience the total environment.

and the scenery.
Gentle breeze, rain showers, starry nights, fluffy clouds

The weather was beautiful. Enjoyed being with family and the peaceful canyon.

Beautiful scenery.

The scenery, remoteness, isolation, quiet.

The stars.

and the physical setting of the canyon, rock outcrops, buttes etc.

scenery.

The beauty.

the 3600 stunning views,

Scenery,

Scenery, wildlife (avocets, coyotes etc) geology archaeology, stars,

the immensity of an obvious city-like atmosphere of hundreds of years ago.

Geology of canyon, Ecology of valley and area.

and the landscape.

The total area.

The solitude and undeveloped surroundings.

the quiet serene beauty,

The great people we meet in the park.

and sense of history

Vastness of the area

Seeing cliffs,

serenity of Chaco.

The completely natural surrounding areas.

The scenery.

Beautiful scenery.

Increased sense of place.

The landscape and the total setting of the ruins in the canyon.

Physical setting.

The beauty and serenity of the place.

beautiful scenery in an historical area.

Beautiful canyon scenery.

As always the fact that there is no airplanes overhead and no power or phone lines. The air is clear and smells fresh.

Vistas, terrain, rocks, wildflowers etc.

I say, "the colors of the rock faces and the ruins, how they blended and the rain clouds, cool weather

Everything. I wish I could live here.

The setting was scenic.

Desert nights. Smells.

Differentness of the place and anasazi's. Heat.

Spending a night alone in the canyon. seeing the stars, milky way and a phenomenal moon rise. Hearing coyotes greet the dawn.

The sights.

wonderful surroundings.

Remembering that this is where the sundial was discovered. The landscape, sunset, sunrise.

Being in desert. Lizards, birds, plants seen. Sun, isolation.

Beautiful scenery. Special light and colors.

Its the weather and the scenic views.

The view of the ruins. The incredible scenery.

The peacefulness and serenity of it plus

Quiet peace, good people, clean environment, low development profile.

The beauty of nature.

Remoteness, scenery, incredible ruins,
The isolation, ruins, art

The natural beauty and the remarkable ruins.

Archaeology, ancient ruins, diverse scenery, quiet nature.

Atmosphere.

The scenery and clean air.

The tranquility.

Scenery.

That's quite difficult to say...the sights, sounds, smells. Everything was impressive and humbling and timeless. the friendly people, the scenery.

The immensity and vastness of it all.

Peace, distance from civilization, feeling of closeness to mother nature, hearing a coyote, watching a snake eat a mouse, seeing a lightning storm on the horizon, getting a perspective on the ruins from Alto Mesa.

The sight of the park itself.

Getting away from town and being in a place where ancient humans lived. We had a pleasant campsite, the weather was good, a coyote visited our camp at night. We came to get away and reset to 0. It worked.

The beauty,

The skull domed rocks all over the place, Fajada Butte, the colors, the ruins, all of it.

the scenery, the seclusion of the area.

the landscape.

Pleasant relaxed atmosphere.

The beautiful scenes, the tranquil atmosphere,

The isolation of the setting. The beauty.

the weather, moon.

The whole environment, the desolation, solitude, perhaps akin to what the Anasazi experienced. Not the experience I had at Bandelier (they should make people walk into the canyon).

Like in most National Parks, I enjoy the scenery.

Its natural beauty and

Place, scenery, touch of the past so rare in this country.

Seeing the ruins and surrounding scenery.

I loved being in the remote setting,

The beauty of the natural scenery and

The beauty of the surroundings

Positive aspects of viewing the architecture:

Architecture and stone masonry.

and impressive masonry.

The endurance of the architecture.

Masonry and layout.

Seeing the Magnificent masonry on the ruins.

The architecture.

and of course the architecture.

masonry,

Appreciating the building and architecture created by the Indians.

Being able to compare to other cultures I have visited. Stonework, layout, location, etc.

Architecture of the ruins.

Seeing detail work in construction.

Seeing the architecture of Pueblo Bonito.

Pueblo Bonito, the masonry, the corner windows, etc.

The architecture of other cultures.

to look at their pueblo architecture.

The architecture of Pueblo Bonito showed the progress of building over time.

the architecture,
Looking at the different architectural styles and the kivas. They are truly amazing.

I was overwhelmed and amazed by the building technology of the Chaco culture. Different types of architecture and

The beauty of the architecture.

and the architecture.

Positive aspects regarding nature:

Coyotes.

While I was happy to finally see the site I had studied so much about, I enjoyed seeing the plants most of all. The Cowania mexicana was spectacular.

The wildlife.

Unique environment

having the coyotes howl at us last night!

wildlife (avocets, coyotes etc) geology archaeology, stars,

Watching summer thunderstorms develop and pass through.

The coyotes at night.

and the sounds of coyotes.

Great strata in the rock.

The rocks and cliffs above the ruins were also spectacular.

the rocks, the seclusion.

Seeing eagles fly and

Surrounding geography and geology.

Engaging in activities:

The walking and climbing.

The bike ride around the paved loop.

Being outside. Hiking

The ruins, scenery. Walking in both.

camping

The walks.

Being able to ride our bikes to visit the ruins

The hiking.

Hiking and biking among beautiful scenery and history.

Hiking.

Walking.

Biking vs. driving around. Camping

Riding my bike in early morning before too hot.

The drive in from the highway.

Hiking.

The bike ride.

Camping in the canyon.

Driving along, seeing ruins sticking up everywhere,

Hiking, camping,

camping outdoors.

Camping near the canyon walls.

Climbing and hiking!
**APPENDIX 6**

**Grouped responses to an open ended format question asking Chaco respondents to describe aspects their visit that were not pleasing.**

*Note: 17% of all respondents said that there were no negative aspects of their visit to Chaco.*

**The behavior of other visitors:**

The vandalism. Although it doesn’t seem to be extreme.

The vandalism to the ruins and some bozo youths climbing in stupid places that I was.

Perhaps only the sense that there had been some vandal-ism of the ruins and rock paintings.

Yes, the litter that some assholes left on the trail and the fact that some people were not controlling their kids, letting them yell and climb where they shouldn’t.

I found a group of people who appeared to be “new age” self healers most rude. They imposed themselves by singing aloud in various places in the park and descended upon the kiva at Rinconada in the early morning rendering personal, quiet meditation impossible.

While we were at Pueblo Bonito the second time one of the ruins was damaged. There was a group of 4th or 5th graders running around and not being supervised well at all. One of the sides of a doorway that had been fine the day before and fine that same day a few minutes before got knocked down. We didn’t see who did it—but the kids had just been through and were still running around back and forth through the doorway. We were just heart broken and not too happy with the teacher’s, chaperons, and rangers for not watching the kids more closely.

Seeing youngsters climbing over rocks and ruins in spite of instructions not to.

Parents who don’t control their pre-teen boys (this time 3 van loads of junior high school kids, a few of whom were jerks. Van stops, one boy took off to the nearest creek bed. Later, 2 boys on a mystery errand in the weeds—chased down by rangers—hope they got fined!)

The idiots who won’t stay on the main trails.

People abusing the privilege of being allowed to view the ruins up close and unsupervised by entering areas that were off limits.

People that went off the trail and we saw a man from California with two slabs of sandstone on top of his car, we weren’t sure if they came from Chaco or not. We also saw people walking on the bluff above the campground and come down where there was no marked trail.

Children playing on the masonry walls with uncaring parents nearby.

We leave our pets at home and wish every camper would. Not only to save trails, but noise of barking dogs is intolerable after a long, strenuous, hot day. Can’t state and national parks prohibit pets in campgrounds? Also, a large dog defecated in our site while we were camping.

We observed people pulling rocks from the ruins.

The religious bozos who held a long ceremony at the campground cliff ruins. These guys were very loud and childish, especially during the electrical storm, and they nullified our sense of privacy since our camp site backed up to face the cliff.

I was concerned about visitors failing to respect the feeling of Native Americans that the place and the ruins are sacred.

I thought a few visitors were rather rude by walking in front of my camera shots and not apologizing.

Messy people—loud and leaving cans and junk.

Graffiti on the rocks from other visitors.

The jerks that disobeys signs.

Although a drastic move, I appreciate the sentiments of someone who said people who walk and/or sit on the walls ought to be shot and their heads put on stakes as a warning to other inconsiderates. Could the answer to #5
response be somehow involved in the perceived American right and freedom to be buttr-heads.

Graffiti on petroglyphs.

Sometimes campers brought along their loud, unruly children and that disturbed the peacefulness of this place.

All the evidence of peoples destruction of the area and lack of respect for where they were.

Graffiti near/on rock art.

Other tourist behavior.

not as strongly as at de Chelly, but a vague sense of unease at tramping around such a special place. I wanted everyone to whisper. But I'll be back.

Tourists! Strange reaction from a tourist.

When other visitors were around, talking noisily or getting in way of photographs.

Minor vandalism

The ignorance of previous visitors who defaced and disrespected these irreplaceable treasures.

The "New Age" crap going on in the campground—flutes, drums and bonding/energy absorbing sessions.

A few visitors who were not respecting to ruins.

People who did not obey the signs and regulations. .
Lots of people leave paths, sit on walls, squat in shade leaning on walls.

Graffiti near petroglyphs.

A large group camped nearby and were very loud and drummed and sang in the ruins near the campground disrupting the campfire talk.

Watching other visitors disobey rules about going off the marked paths.

Noisy campers, but I got over it soon. (It was a talking family)

Tourists who insist upon walking where they aren't supposed to. Also, tourists who talk loudly and obnoxiously.

There was a family who insisted on yelling to each other (not under your control, necessarily) and I did see people going places they shouldn't. I think it's pretty clear how fragile this area is, so that really bothered me.

Negative aspects of access roads:

Why the roads are not maintained or paved. At least one entrance should be paved. Why should a great experience be ruined by your car being shook to pieces?

The trip driving on such bad roads.

Wish the access road was in better condition.

The road is dangerous where unpaved.

The road coming up from the south is rather rough.

Roads!

Wash board roads.

The road in was terribly rough.

Only the lousy road.

Access roads.

Wash-board roads, ruined my vehicle.

Getting in and out. (Since we had a rental car and were not familiar with it, the ride was rough (car's fault) and nerve wracking.

Rough roads getting there.

The roads were extremely rough both to the south and north. I have driven in cow pastures that are smoother. Our car needs an alignment now after our trip there.

The road to the south entrance was horrible—I don't mind dirt roads (love them) but it was the worst 20 miles of the 200 some miles we travelled on dirt during our trip.

Drive in on unpaved road—very irritable for young children. Concerned about damage to vehicles.

The road in!

Road in and road out.

Dirt road, 17 miles of it!! Very lumpy.

2. Road was rough, but this probably keeps down the crowds.
Yes, the bad road to the park.

Roads. There is no excuse for an ungraded gravel road.

The road in to the park from highway is very poor. The fact it is not paved is not as bad as the many ridges which makes the drive so bumpy you must drive very slow. It needs to be graded!

The dirt road was a bit rough.

Roads!

The road into the park.

The absolutely horrible 30 or so miles of dirt road. I lost a hubcap.

Dirt roads in and out. You need better roads!

The twenty miles of wash board road to get to Chaco Canyon.

The road leading in

None, but the possibility of paved roads leading to the park.

Conditions of the dirt road within the park boundaries were very bad. As a National Park I would expect better maintained roads. Would plan next visit for after the grader went through.

1. The road we came in on was unpaved and very rough.

Ruts in the road.

Bad road (bumpy in and out).

No, except the bad roads to get there.

The washboard road coming in! All else was great.

Condition of roads in and out.

The unpaved roads were pretty bad, especially the "washboarding" that has occurred. Paving would probably attract too many people. How about just grading a little more aggressively?

The road.

Highway 57 from Blanco Trading Post to the park entrance was a very poor road.

Because of the inconvenience of the access road it is impossible for the one day visitor to obtain information about the schedule for guided ranger hikes in advance in time to schedule their visit to coincide with the hikes.

The road was atrocious I thought we would ruin the car and almost turned around before reaching the park.

The dirt road into the park.

South dirt highway was too rough. North dirt highway was a little better.

Washboard roads take a huge toll on our autos.

Rough road in and out!!

Dam rough road in.

The south entrance road!

The 20 mile drive on the dirt road. The fact it was dirt wasn't as bad as the fact of the bad need of repair.

No except for the unpaved roads going in and out.

The road.

The road should pave it. Even if you pave 3/4 of it. Mark exits clearly.

The access by dirt roads.

The unpaved road was bothersome.

Road conditions at the entrance passable but rough.

The road entering from the south!

The access road nearly prevented us from coming.

The extremely rough roads entering and leaving Chaco Canyon.

The 20 mile dirt hell road into the park.

The road in.

1. The road.

Access road was terrible.

1. Roads in and out are long and "crummy". 2. We didn't have enough time to do it justice.
The road there is deplorable. It seems idiotic to me to build a national park and keep roads like washer-boards.

The drive into the park is awful. It could help destroy a vehicle.

The unimproved access roads.

The condition of the road in and out.

Nothing really. Perhaps slightly, the long dirt road—not as user friendly as Mesa Verde—but does keep crowds out.

Difficult road to park.

The bumpy road in...

No, except roads.

Yes! Getting there.

The dirt road.

Roads!

Poor access roads.

The road.

Poor roads to get there.

Initial road access.

Only what is mentioned in No. 7 below (keep gravel road in better shape).

The unpaved road was extremely body shaking.

Roads in and out.

Poor access roads.

Road in.

Bad road.

Road to park

Road coming in was too rough.

Road to park.

BEETTER ROADS!

The long drive in and out on the dirt road.

Oh yeah, and the washboard roads in and out, ugh!

Wish the 30 mile road could be better to get into the park.

The unpaved roadways.

The curve at the base of the north road into the canyon was very frightening because the road is also narrowed to one lane.

The 30 miles of unpaved road into the park.

The 20 mile long dirt road that led to the canyon was a hellish experience.

Roads in poor condition to Chaco Canyon once off highway.

The main road from the south needs to be paved and

The south entrance road should be graded more often.

Only the dirt road access and the heat!

2. Nageezi’s entrance road. The first 12 miles was extremely washerboard requiring 10 mph for non 4 wheel drive.

The 20 mile dirt road was unpleasant.

Positive aspects of access roads:

People who whine about the roads. The roads are fine.

Only the fear that someday the road would get paved and it would become overrun like Bandelier.

Park interpretation and facilities:

No shade provided. Benches with shade would have made my visit perfect.

The outdoor bathroom.

Some trail guide sheets were gone from boxes.

I would have liked to hike more, but park was nice.

That they didn’t have signs around the walls that way “don’t stand or sit on walls, or let children run or play on them”.

1. That we were too early in the season to enjoy “camp-fire” talks. 2. The fact that guide books were not available at the sites – even though I put money in the 1st - from
then on, I checked. Suggest having them available at the visitors center—some people take and don’t pay.

Looking down from the mesa above Kin Kletso and seeing the road and parking lot.

Can’t think of anything. We anticipated a lot and were well satisfied. (Bad weather, but that is not your problem).

There was a ranger at the Visitor Center that seemed overworked and impatient.

I would like to enter at Visitor Center.

There were very long lines at the ladies restrooms.

Not able to use generator 8 to 8, everyone was up till 10 pm and again at 6 am and leaving—yet we couldn’t make coffee until 8 am.

Would be nice if hiking trails were marked better and maps more detailed.

Coleman lanterns at camp grounds were disturbing.

People shouldn’t be permitted to play radio/music. Also a disturbance to guests there for nature.

No where to stay overnight! Park was very busy but there is only one tiny, ugly campground on park and none outside within 60 miles. We won’t come back again as to long for day trip.

Difficulty parking at some pueblo sites.

Lack of camping spaces.

1. Having to sleep on the “overflow” road—(but we were glad to have someplace to go instead of returning to civilization).

Closeness of campsites to one another.

We would have liked more frequent movie runs. We missed Chaco movie due to biking in cooler hours. The signs at the south entrance (on highway) were very discouraging.

I would have liked to have been farther away from others at the campground.

Limited water!

It was unclear just how much reconstruction (of stone walls, kivas, etc.) was performed by the National Geographic Society and how much was actually original.

Yes! At Pueblo Bonito we noticed the fallen rock or the cave-in of the mountain into the ruins. Was this due to an earthquake and at what time did it occur.

You need to install a couple of signs on the road to the north entrance which indicate you are headed toward the north exit.

Empty guide booklet bins.

Lack of water to drink.

The turn-off to the park from the highway came up without warning and we missed the turn and had to go back.

1. Out of Pueblo Bonito guides.

1. The lack of overnight facilities (Hotels, etc.) outside the park affects the length of visit. If you stay until sunset, you must be prepared for a substantial drive. 2. The trails are often ignored by visitors. Rangers should have a more visual presence on site.

It would be nice to have some shade over the picnic tables (indigenous type of wood and vine covers would be nice).

Campground too small and crowded.

No shade in which to picnic.

The overflow camping and having to put tent on road (most uncomfortable) lack of showers.

The signs at Jackson Stairs and the Nova pictographs should be better marked. Is there someone trained in 1st aid? Any emergency care program?

The R.V. camp is a bad idea.

It would have been nice to have a few more places that had water. But so—what, it was worth not having it.

Another visitor gave me the loaner guide. There were none in the box, either for loan or purchase.

No trail guide pamphlets left at Pueblo Bonito by 4 pm.

We wished, of course, to have greater freedom of movement (and not to have to sleep on the road in the overflow area). But we understand the need for preservation of the environment. Why not put a campsite outside the park?

Not being able to climb down into the kiva at Pueblo Bonito.
Not enough camping, the road leading in and lack of descriptive markers or more available loaner brochures.

1. Overused trails—erosion. 2. Notice other trails used (below Jackson’s Ladder) unavailable to tourists and disturbed pristine sight.

1. More camp sites. 2. greater distance between camp sites.

the comparative lack of knowledge of the rangers compared to other parks.

No there were not. Of course, I’m generally used to visitor areas being mini-oasis, with palm trees and astro-turf, but hey, this is the desert for god’s sake, and it should stay that way. Plenty of artificial environment in Beverly Hills!

1. Inadequate camping facilities—we were on the dirt road loop over flow area!

Having just visited Hovenweep and the Arches the rangers at Chaco did not seem to have much info on Chaco as did the other rangers about their respective parks. The rangers at Chaco did not seem to have many suggestions or info about the best hikes and things to do. Also, the campfire circle was only on weekends even though the campground was full every night and we were there during the week so we didn’t get to see one.

A few terms in displays in museum were not fully explained for the novice viewer.

2. No where to eat.

The unclear demarcation of the trails, sometimes the gravel of the trails was unclear against the natural ground cover. I found myself often straying past the “official trail” boundaries.

Campground loops A & B spaces were on top of each other.

So “touristo”.

Closing of restrooms in center at 5:00PM. Need picnic areas—but not at the ruin sites. Guide at visitor center did not tell about guide at each ruin.

It was very difficult to stay on the designated pathways. I know it is necessary, but it is still a barrier to the study of the Anasazi.

The camping used to be free but we think Chaco is still a wonderful deal, experience.

Lack of road signs.

We like to visit the visitors center first to get the overall picture. Therefore, the southwest portion of the loop (to Casa Rinconada) should be two way.

Disrepair of visitors center.

One way road.

While my husband and I brought bikes and thus were able to bike to the ruins, we were the only people doing so. Should be encouraged more. Perhaps provide bikes for rent?

Campsites in C loop are so close together that it is both noisy and feels crowded—just what I wanted to get away from. The campground was a severe disappointment.

No reservations for camp sites available.

Yes, one cannot walk except on walkways.

only one place to camp.

I would still like to see the Sun Dagger!

No.

I had to leave my dog in the car but I can understand why they are not allowed about.

Not knowing which area to explore first.

Being treated like a kindergarten field trip (even though we understand the reasons for it).

No, I’m happy with it as is.

Overcrowded camping.

No distance markers on trails nor trail maps.

Dogs allowed in the park, on the trails. How about providing a “day care” for dogs?

Yes, that Anglos are standing behind the desk and doing the interpretive tours while the Native Americans are left doing the dirty work like vacuuming the Visitor Center carpet, picking up trash, cleaning shutters. Trade roles or have all and only Native Americans work the entire park?

Trial directions not always clearly marked. Could be improved once on the trail.
Very cramped conditions in the campground. Not enough space per site.

Yes!! The campground bathroom lights should be shielded so as not to be so obtrusive at night. It takes away from the canyon and night sky. 30 miles from nowhere and you have 24 hour lights at night.

I was confused at first. A sign saying “start here” would have been helpful. I have impaired hearing and the TV programs only value as visual, the poor acoustics or inferior sound, blurred the audio output.

The covering of Kivas and ruins previously opened.

The sulfurous water in the bathrooms at the campground.

Restorations from 1920’s and later were not identified. Extreme heat in July makes need for readily available water great.

The roads could not get close to some areas.

2. Not much at museum in way of artifacts considering volume of stuff that has been dug.

Yes. Would like to have been able to pick up a general descriptive pamphlet at the park entrance. We could not visit everything and our choices would have been more effectively selected.

Not enough (or maybe I didn’t find it) illustration of natural history and geology. Was there a nature trail?

1. Inadequate interpretation in the visitor’s center—more about Anasazi cultures. 2. You should provide a shaded tie-out place near the visitor’s center for people traveling with pets. Forbidding pets in the center will cause some people to leave their pets in vehicles, which is a very harmful possibility (fatal) thing to do in New Mexico’s heat.

None! Could have had some ice though.

No access to ICE!

Parking lots that were a long ways from the ruins.

No shade at the campground.

After seeing numerous signs saying “stay off ruin walls” (which is an excellent idea) we noticed park employees (in uniform) lounging on them! Lead by example fellas!

The children (13 to 16) would like more accessibility to the ruins and possibly to climb.

One of our party would have liked to have had access along the Alto Mesa to more artist recreations of what Pueblo Alto and New Alto were like (ie. maybe another colored sign with illustration). A marker for the remnant of the prehistoric road on top of the mesa would have been helpful. Also, perhaps a better idea through written description or photograph of what the farming terraces look like so they are more easily identifiable on the hike on Alto Mesa.

Paved roads. Too many signs inside and near ruins that ruined picture taking. The signs could be more inconspicuous.

Wanted to stay longer but had meat and dairy in my cooler and had to buy more ice. Ice would be very nice— even if it cost twice as much. Sunset is too early to close ruins. I want full reign day or night.

I would like to be able to look around on my own in the back country.

Tours and videos conflicted so you couldn’t participate in tours and see videos the same day. Temp in theater was 65 degrees which was too cold when you are dressed for 90+ degrees outside. Temp. in the remainder of the visitors center was fine.

Poor marking of the allowed walking areas. I found myself walking on an undesigned area only because the path markings were nearly invisible.

I would like to know what part of the ruins were restored and which was authentic.

Unfortunately the feeling of being a tourist was evident in a natural setting. Maybe there is no way to avoid the museum feeling.

Maybe a more simplified map such as you have on page #3.

Inadequate shade for outdoor eating at the Visitor Center and lack of shade at the individual ruin sites.

A guide leading a very slow talk in the heat of the day 100 + degrees. Did not learn anything new—he could have had some insider story or theory to make it more interesting.

Given the hard drive in, a more pleasant campground would be appreciated, especially on a blazing hot day shade and grass would be an improvement. I would like to see a preservation of an archaeological dig in process.

No (you can install some shade places between trails)
The signs leaving highway 44 should clearly and repeatedly indicate that there is nowhere to get food or gas and that the road is so poor. We shared our food with a diabetic who thought he could purchase food or meals at the visitor center, they were going to have to leave because he couldn’t go without food. More info at park entrances is necessary.

No shade. No self guided booklets available at the ruins.

it was sometimes difficult to follow the trails.

Lack of literature at the ruin site.

Maybe more pilfering could be allowed. It seems most of the “extremely important for science” pottery shards are just laying around in rubble dumps a mile long and ten feet high.

Ranger-guided tours were offered spaced too widely apart.

Somewhat too protective of the environment.

Not enough shade for lunch tables.

One of the rangers at the visitors center (kind of a squirely guy) was annoyed that I was asking what the local Indians think about the hantavirus and told me I shouldn’t ask about it. Well if people are dying from it, it seems an important question. A Navajo I met told me he thinks Indians performing satanic rituals created it. I was wondering if this is a common belief. I am a physiologist and have my beliefs, but that wasn’t my question. The ranger was condescending and I felt he thought it was insulting to imply Indians believe in spirits. I got the impression he was very disrespectful of non-atheist beliefs. Same thing with the guide at Casa Rinconada. He repeatedly trivialized the possible religious beliefs of the Anasazi and the New Agers who like to see the summer solstice alignment. I’m basically atheist myself but it seemed inappropriate for the rangers not to acknowledge Indians religious beliefs. None the less, those opinions gave me lots of food for thought on how people perceive foreigners.

Handicapped bathroom did not have a lock on door at campgrounds, and was right next to the men’s room and consequently every male came by to use the facilities while I was using them. This bothered me being a female, but also their use of a handicapped facility when they are not handicapped.

No shade.

You ask visitors to stay on designated paths only. These paths are not clearly marked. But this is better than if you were to overdo it. The less modern presence the better.

The lack of shade to occasionally rest the eyes.

Lack of shade.

The lack of fresh water at the various sites in the park.

No showers.

Lack of friendliness in staff at visitors center.

None really. We were on a car trip and camped out with our 3 young children. We brought ample supplies of food and water but wish we had a way of getting some ice when ours melted.

Need more picnic tables with shade and trash cans.

There were no shades to cool off or get out of the sun.

There weren’t enough benches along the trails for resting. Yet, they asked us not to set on anything.

More benches would help.

Not very many people (guards?) around to watch the tourists and make sure the tourists weren’t climbing ruins or otherwise destroying what can’t be replaced.

I wanted to be able to go everywhere.

Yes, too many rangers, rules, always feeling watched. Don’t do this, don’t do that attitude, although courteous they seemed too watchful. Is there some secret government stuff going on there. Also, need shade at campground and sites. Also, provide ice, please and showers.

More identification and explanations of rooms (we realize that only a limited amount is known).

We couldn’t stay as long as we would have liked because we had our dog with us. I wish we could have taken her on the trails with us. We keep her on a leash and clean up her droppings, but I understand why dogs aren’t allowed. The inability to camp on top of a Mesa.

I was confused about what you registered to do and what you did not. For example, it appeared you should register for Alto Mesa but I didn’t see how to do so.

We didn’t know that a permit was necessary to do the trail that allows a view of Pueblo Bonito from the tip of the mesa. We had asked at the Visitor’s Center about trails and nobody told us.

The sewage smell from campsite #5, late in the evening.
Park itself fine but wonder about water and supplies if camping (so did the Anasazi).

There was no food. 3. The movies and slide shows should be more often or people should be able to select when they have time to view them.

Need road signs telling distance to canyon and

I wondered why there weren't more Native American personnel at Chaco. I recently visited Canyon de Chelly which is owned and operated by Navajo, and it was interesting to learn about the canyon from the people whose home it is.

There could have been some park facilities at the site: shady picnic or sitting areas, restrooms, visual displays.

There were no park people at the sites and if they were there they didn't speak to the visitors. They were doing other things.

lack of showers and shade.

The rules that prohibit people from hiking in the park anywhere except trails. I don't believe this is necessary in order to preserve the integrity of the park. People should be allowed to climb the Pajada Butte regardless of how dangerous the steep climb.

I wish the road near Jackson Staircase would have been pointed out. I wish a photo at Pueblo Alto would have pointed out the roads.

Too few signs leading to park from state road 44 make it too easy to make a wrong turn.

We got lost twice trying to get to the park and back home! The state of New Mexico could put out more signs telling you which road you are on so that when you do get lost you can figure out where you are! It was our own fault for getting lost, but when traveling in unfamiliar territory it is easy to get "turned around".

trails pave also so people don't walk all over.

Unable to climb down into Chaco arroyo.

Lack of nooks and crannies to make love in (without being disturbed by other visitors.)

Bits and pieces campfire program seemed to be disorganized. Truly bits and pieces.

It's hard to think of anything. Perhaps the areas were a bit too restrictive.

Couldn't backpack around the park.

Not allowed to leave trails. Most remote area's would be of greater interest.

No pen in payment book for campground.

Parking spaces at each site are too small.

No shaded picnic area.

The campgrounds.

One way loop. I had to go all the way around to see something 100 yards away.

Maintenance of the campground could be better. Showers would be nice. (We would have paid $10 for a shower!)

I wish that some were ranger guided so it could be explained better.

I hadn't planned on staying overnight, but when a park service employee suggested it, I thought I might want to, but there was no place to get simple supplies, like something to eat and I hadn't brought enough food with me to stay longer.

Also, sparsity of signs kept us wondering if we really were on the right road. 3. No shady spot for lunch.

Also, a small shop with pop would be nice.

No picnic areas available.

Responses regarding park crowdedness:

A few too many people. The available maps, especially those of the trails, were a bit misleading in some places.

Too many people.

Too many people and the ruins have been pilfered. It was very depressing. The last time although there were no facilities, I liked it better. I compared slides from then and I could cry at the devastation that all these people have wrought.

Campgrounds rather crowded.

Park was very busy
Too many people.

It's getting so crowded now!

No, not really, there will always be too many people.

The increase in attendance and

A bus tour with 20-40 people at once descending on the park.

3. We were told there would be few people at Chaco—what a surprise—lots of people.

Concern that the increasing interest in Chaco may destroy the uniqueness and beauty that is Chaco.

I had expected to be quite alone there, or at the very least with not more than a handful of people. Maybe it would be more isolated in a different time of the year.

Number of people.

Over-crowding and

The fear that it will be overrun with people. I am old enough to remember visiting ruins and national parks and being able to "feel alone". I have no good answer to the problem except keep Chaco as primitive as possible so people will really have to desire to see it and make some sacrifice to do so. Don't make it a "Disneyland stop" along the road!

Too many people in the campground—

I try to visit the park during periods of low attendance. Unfortunately this time I came on the thursday before Memorial Day weekend =

Only the noise of the cars

Chaco Canyon was a secret for insider at the time.
Not today!

Our pleasant campsite was inundated by a very large tour group. They were very there—kind of like the hum of a mall. Too many people. And a vague sense of apprehension as to what the Park Service will have to do to try and manage/control visitors.

That so many trails have to be restricted because of the volume of people that visit. I understand this is necessary though. In order to further preserve the ruins, I don't think the road to Chaco should be paved.

Prefer less people.

I expected there to be fewer visitors.

Miscellaneous responses:

Any historian's recreation of the past is based on facts and opinion. Opinion takes place when facts become scarce and it seems that much is said to "be" a certain way (as far as we know). Say, "we don't have a clue", be honest!

The bigotry that whites displayed for non-white people as if the whites expected the non-whites not to comprehend what the canyon was about.

Not enough Mormons.

The airspace over Chaco Canyon appears to be a major flyway for commercial and military aircraft. This distracts from the sense of isolation and quiet desired in a national park.

Worry about the "mystery disease" which was in the news right after we'd camped in Chaco for 4 days!

My wife's griping about the hot sun. Please negotiate a change when you have time.

Other than the storm that rolled in, no!

Dry, I am used to wet east coast climate. I am worried about the ruins. We should not mess around with irreplaceable resources. All these "conveniences" should never count more than preserving the essence of the resource which is the archaeological record and access through it to human past. Desolation/nature part is great too and is also, of course, more like it was when they were living there (the Anasazi).

Weather was very hot!

No, except I got a flat tire from a nail driving into the canyon.

The heat was extreme!

It was hot, but that was no surprise.

Extreme heat.

It was very hot while I was there. One afternoon I spent in the shade of the rocks. It was too hot to leave.

Heat,
Heat and sudden gusts of wind and dust.

I was sorry to have to leave to soon.

1. The heat.

Had a flat tire on the road in

Miscellaneous positive responses:

Heat. I would try to come in another season.

The running of the park was good.

I didn’t have the time to hike, camp and explore more.

All areas magnificent.

Heat.

No, it was great to have it less commercial.

Had a flat tire on the way in.

Entire visit was pleasant.

Just the heat!

Don’t change, alter, or adjust a thing.

August heat and sun,

No. (Well, there was really much more to do and see than we had anticipated and we didn’t allocate enough time)
APPENDIX 7

GROUPED RESPONSES TO AN OPEN ENDED FORMAT QUESTION ASKING CHACO RESPONDENTS TO DESCRIBE ASPECTS THEIR VISIT THAT WERE NOT PLEASING.

The park is beautiful

Leave it the way it is. Maybe a few amenities; guided tours, and shade trees.

No

Shade would increase any enjoyment a visitor might gain from the area. A better camping facility which would contain showers, water and shade.

I understand the dilemma about access to areas vs. minimizing the impact that visitors have on an area. I would like to cast my voice for that which few understand or take the time to listen to: NATURE. Therefore, we must at all cost, strive to preserve that which our presence would destroy. Would a four lane highway, trees, rebuilt dwellings, restaurants, flush toilets at every site help preserve this part of cultural history or ultimately destroy it. Regulate and restrict in order to protect and preserve!

I enjoyed my trip very much. However I understand there is some controversy over paving the access road. My opinion is that until society is willing to take responsibility for their environment access should be limited to our national treasures. I think paving the road would be a tragic mistake because as it is now only the dedicated searching for historical and spiritual awareness come to Chaco. These are, or should be, the individuals who take care to preserve the ruins and enjoy the park without destruction. Only when society learns the importance of historical preservation and therefor respect for nature, should parks open their gates freely.

Keep up the good work!

Delightful

I enjoyed the walk and the atmosphere.

Thank you very much. I really enjoyed the visit.

I didn’t see enough. I’ll make the trip again.

A good experience. I would recommend it to friends.

Please, no commercial development.

No!

Although going in the ruins is preferable, I believe it should be stopped. Future generations will be short changed by the damage being done by too many people having access to the inner ruins. While there, people were climbing all over areas that were marked restricted.

If the weather had been cooler, would have spent more time, but time was well worth while. I just wish we would have taken the kids years ago.

Very interesting.

Help the Indians to regain their pride and culture.

Loved it!

Pavement will destroy. This is a place to experience without the crowds!

I wish there were a way to stop vandalism (ie. petroglyphs). Thanks for taking care of our parks! Please, no gift shop or restaurant. We like the seclusion and remoteness. P.S. I would pay more entrance fee to improve the park (ie. $10/car esp. when a movie is $5/person).

Great!

It was an enriching experience.

Enjoyed the sunset and stars. Nice rain showers! Would have been a great experience if not for the roads. Campers friendly, enjoyed the morning coffee at alcove ruins.

I would like to return.

The park is a spiritual, peaceful place. Campgrounds could be more extensive. The idea of adding some shade and picnic tables near parking area at ruins is probably good. The heat of the sun really makes it difficult to spend much time and is especially hard on those under 10 and over 70. I find the lack of development a relief and feel it better suits the place than to have gift shops all around, etc. Your idea with the movie theater is a good one. In the future, we plan to come when it gets too hot we’ll pop into the theater. Refreshments would be nice if kept simple and not the ordinary fast food. Maybe green chile stew and burritos. Simple food. I’m not convinced
that Chaco is really a place for children and question the value of children's programs other than perhaps getting them involved in a dig. I think the activity level of children is not necessarily conducive to maintaining the ruins.

Beautiful, but overused for available facilities.

No.

The hike to Pueblo Alto, Alto Mesa and Penasco Blanco were refreshing for their quiet and solitude. Being able to sit in the ruins and imagine the culture who built and inhabited the ruins was a very moving experience.

Being able to take our dog along on some hikes is very important to the enjoyment of our visit. If she cannot go with us, someone has to stay behind, due to the temperature etc. This is also a rare thing to find these days in the National Park/Monument system. I hope the current policy does not change at Chaco. Thank you!

I very much enjoyed it. I hope there is some way to keep it so clean, open and beautiful. I imagine that the dirt road helps to keep the number of visitors lower than if it were paved. This may be good or bad depending on your perspective. Personally speaking, I like it. I wish there were some way to better guard the ruins from vandalism.

It would be great to be able to get ice.

Some man with a video camera asked us "What are all those circles in the ruins?" Signs (trails) up to Pueblo Alto not clear. Road system not clearly marked or apparent. Great rockwork in Visitor Center.

The hiking trails were great.

Excellent facility. Road conditions are the only real drawback.

I would like to return in the future.

I was traveling with my wife and in-laws (from Denmark). The four of us all enjoyed the park. It is a magnificent canyon full of beauty and mystery. We want to go back and spend some more time.

You're doing an excellent job. Keep it up.

It doesn't receive the publicity it deserves. It was much more interesting than was expected.

I noted modern graffiti carved into rock walls. Soon you will have no petroglyphs remaining on a lower level. I loved the freedom of movement throughout and only hope your huge population will continue to respect their heritage. Thanks for a very special visit.

No.

Best part of my vacation in New Mexico!

The stuff about the Sun Dagger. The discovery of the stones of Fajada Butte was fascinating. We enjoyed the park an great deal and felt the tone of the place was about right.

It was everything I had hoped! Can't wait to come back! I'll spend about a week!

Don't make Chaco more accessible. Larger crowds would create logistical burdens and require junk food concessions which would diminish the pleasure of the experience for people who are interested in deserts and ruins.

The people at the Visitor's Center were very pleasant and helpful. A shop that sold hiking type food would be helpful, as the site is relatively isolated. Good luck.

I find it interesting to see how Native Americans were so far advanced in their building construction, and other accomplishments.

Work on the access road and you will have one of the best cultural attractions in the state.

They should not pave the road, put in a snack bar or gift shop, etc. Leave it as it is fewer people will come but the people that take the time to get to Chaco probably appreciate it more and take better care than if there was paved highway all the way and all kinds of tourist facilities. The feeling of the Anasazi was much stronger here, where fewer people come, than at Mesa Verde, which is easily accessible and has all kinds of facilities. Leave Chaco Canyon undeveloped, please!

It was extremely worthwhile. Keep up the good work.

I was in Arizona, Colorado, and New Mexico for 8 days. My visit to Chaco Canyon was definitely the highlight of my trip. I feel it is very important that Chaco Canyon holds onto its current size, accessibility and overall operation system. I would hate to see Chaco become another major "theme" park like to many of our other national parks across the country. Chaco Canyon is truly wonderful. Please keep it that way. Thanks. Please send me any new information or the results of this study.

It was wonderful. Very impressed.
Good mix of allowing sense of being at an unrestored and untampered with site and making accessibility fairly easy.

A great experience! The ruins are so carefully excavated, and not disturbed with signs or other evidence of the 20th century. Hope it stays that way!

We'll be back.

I loved it. You need to stay 5 to 7 days to learn the history of this region and to remember what you saw. I note that at the campground most people seem to leave after 24 hours for whatever that means. I didn’t take my kids because at their age—even at 16—a week is rough. They would drive me crazy out here—no MTV. I think it is always important not to over-commercialize this area. A few of the amenities suggested would be in keeping with the general contemporary already established facilities.

We enjoyed the relaxed, (?) atmosphere in the park, which allowed us to visit the ruins at our leisure, any time from dawn to dusk. Due to the rather difficult access, the typical “tour bus tourist” was absent. The area had a feeling of calm, serenity. Very peaceful. Don’t improve the access, it would only increase the number of visitors, and more regulations and restrictions would be necessary.

It stimulated our interest of the Anasazi culture so much. We are looking forward to our return trip. Very soon I might add. Thank you.

Thank you for information and we hope this study will permit to conserve and preserve the park.

Enjoyed our visit.

Don’t pave the dirt road!

the park was superb! The rangers were friendly! Too bad the person in charge of ordering supplies couldn’t figure out how to have brochures about the largest ruin in the park in stock. We missed seeing parts of the park because we had to go back to Pueblo Bonito a second time after they finally found a few copies (the next day), so we could read about what we were looking at. No one seemed to know if they were out or if they were waiting for some from the printer. We felt a little like we were getting a big story all the time. Shame on the head ranger for putting his staff in such a position. It was all handled very unprofessionally and poorly in general. It seems unheard of for a national park to be out of brochures right before Memorial Day weekend. I’m sure it can happen, I just hope for the sake of the park that it doesn’t happen too often. Chaco is very remote and a pain to get to. It would be nice if once you get there, the park has the proper information for you to enjoy the ruins and the entire park to the fullest extent possible.

Please don’t go overboard promoting the park. The sense of being away from it all (relatively) was wonderful for those of us going from one tourist-thronged sight to another! (Though, actually, we found it easy to get away from the crowds at Chaco and elsewhere by going on hikes/walks).

We were on our honeymoon.

The exhibition in the visitor center was very interesting—with a diorama and the example of a room in the dwellings.

Chaco is very important. Please impress upon visitors that vandalism is very illegal and that the state of New Mexico means business when prosecuting offenders!

It appears to me that a deliberate effort is made to discourage the general public from coming here! Roads into campgrounds, camp facilities, roads to Kin Kletso aside from entry roads! We note however that no cost is spared in new ranger cars, visitor center facility, parking lots, and research projects. This is not what I would call “multi-purpose use”.

Just visiting with my mother, who came from North Dakota to visit with me for a week and study SW Indian cultures compared with the Sioux and Arikara of the Northern Plains.

I loved the place. I would like to return by myself to really poke around.

Great job at preserving and keeping buildings in shape, still looks as good as when I first saw it in 1972. Keep up the good work!

Thought the staff in the visitor center was friendly and helpful. Thought grad. student handing out this survey was quite jolly. I didn’t happen to be sleeping well that long weekend, so was awake for the coyotes singing at 4 am. Very much like biking out to Kin Klizhin and watching the reaction of the horses and cows to such odd looking creatures as us. (the signage at ruin itself was nonexistent—we took 2 or 3 wrong turns and ended up crossing the dike. A few small arrows would have helped.) Saw a lot of tracks on the road, and we did see a large, square tailed grouse—chicken sized. Lesser prairie chicken? The visitor’s center is a very nice facility. I do buy postcards and books, but don’t expand it. The site is remote, but that is one of its strong charms. Please don’t junk it up with picnic tables, restaurant and more structures and signs. We like the longer trails to outlying sites.
but are concerned however, about the inability to patrol sites to prevent damage. Noticed many people (especially kids) climbing on walls, walking off paths, etc. We used the overflow campground. You should charge for this. We had planned on paying for the regular campground so you should at least charge $3 for the overflow to cover the extra ranger patrol, outhouse servicing, etc. (We put the normal campground fee in the donation box). The sketch map for the road to Kin Khlizin was poor. A few minutes work could improve this map including cattle guards, etc.

would help.

It was one intense and wonderful experience in every way. Please do not pave the roads or make this like other parks. Leave it as is.

Enjoyed it and marveled at their ability to engineer and construct with primitive tools.

It was my second trip and I still didn’t see everything. But that’s OK, huh?

I’d hate to see the place get more commercialized because of the increasing numbers of visitors. I believe they are coming to experience it as it is, a rustic and beautiful place of wonder.

1. Cyclical pattern of trails and ruin access. For example, use a particular trail for 2 years and then close it for 4 years to allow for recovery. This reduces deterioration, allows for recovery and adds diversity. 2. In sensitive areas provide multi-person transport with guide.

Sorry this took so long.

Great. Enchanting. Charge more to get in and keep those not interested out.

I think back country registration is a good idea, but I don’t like leaving things in the vehicle that say I won’t be back for awhile.

We would like to note that the rangers were very helpful and were very patient with tired, cranky visitors (as we arrived later than we planned due to mechanical difficulties with our vehicle). Overall it was a great experience. We think that it would be helpful for rangers or volunteers to monitor ruins more carefully as many people ignored the stay on trails signs.

I’m really pleased to have been part of the Chaco Canyon ruins and this survey as well. Genuine compassion for people of the past is essential in the furthering of a peaceful world. Thanks and good luck!

The information about Chaco is a little misleading. It is often described as an out of the way place. I found it to be overpopulated for what it is set-up for. It was hard to get any kind of privacy. The campground was over-run with group camping. Perhaps group camping should be in a separate place.

Great! Wonderful hiking.

This was our second visit to Chaco. The first was a whirlwind visit which wet our appetite. This visit was an attempt to satiate that appetite. We thoroughly enjoyed the access to the ruins, cognizant of their fragility. We took all the trails we could fit into the brief time we had. There is a spirituality which still exists in Chaco that has been forced out of Mesa Verde. We will be back.

Thanks. It was our first trip. We’ll probably be back.

It’s very special...!

Everyone should, as tactfully as possible, object directly to people who lean on walls, let children run on the walls, etc. And when told of a more destructive act, we strongly recommended informing visitor’s center. Frankly, more rangers, aides, etc. are needed, so we are writing to our California congressmen, plus the names of those representing N.M. and Arizona. It’s the least we can do to repay the joy Chaco has given us. Host being on the campsite was a good idea, nice couple.

It is really very special to walk into the sites and get a feeling for being in the places. The dirt road is important to move one out of ordinary space into a special space. That long, slow, open drive. Even better if we saw no fences or power lines, a travel in cultural time as well as space. Next time I’m going to come without 74 year olds in my party, camp at the park and watch the sun come up and stay 3 or 4 days.

Needs more publicity.

If any more information is needed regarding architectural concepts and the Anasazi, I would be more than willing to contribute more info. on how the park might be strengthened. I am currently doing graduate architectural work in the study of the Maya in the Yucatan, Mexico. Sincerely, Grant Rimby, 5200 N. Lamar, #N-201, Austin, TX 78751

1. Yes! A worker with a park service uniform was rebuilding one of the rock 'slab rests' at the side of a doorway at Pueblo Bonito. He didn't have pictures of what it looked like before it fell, and volunteered that he didn’t know what it was, he was just supposed to build it. That was distressing. 2. The team working on and documenting
damage and repair at the smaller ruins near Casa Rinconada seemed very professional.

We tried to come for 7 years. The roads were either no good or a rented car wasn't available or the heat was deterrent.

I'll be back.

The NPS facilities and staff are excellent, well maintained, and very accessible. We felt the balance of improvements and amenities vs. preserving the wilderness was very good. We also recognize that restrictions on access may be needed to prevent deterioration.

I did not get to see all that I wanted and would welcome a trip back to visit again.

Really enjoyed our day there. Excellent job. Liked the non-commercial aspect.

Guide/info. booklets were excellent and the most useful service provided. Being able to purchase educational info. about Chaco, wildlife and flora and postcards is more than enough of commercial aspect.

Thank you for preserving such an important part of world history. I sincerely hope that Chaco Canyon remains unspoiled.

Camping in the overflow was nicer than the campsite (and much better than our experience at the campsite in Bandelier where the facility was nice but the camper/neighbors from Wisconsin were out of control...oh well).

I feel that the inaccessibility of the park is a plus, it weeds out some of the masses. The isolation is important. Resist growth! You can't stop the changes but we must protect this asset. Canyon de Chelly is depressingly over populated.

I was interested also in some of the geological aspects of the park. Curious as to which period the rocks with the fossils dated from (Cretaceous?)

Keep up the good work! The park service is one of the few things I don't mind paying taxes for. Anything you could do to accelerate the excavations would be wonderful, although I realize money is tight. Organized groups of amateurs/volunteers supervised by experts are on idea. I'm sure you'd get enthusiastic responses from University students, Smithsonian and Natural Geographic members, explorer scouts, etc.

It was wonderful. Thank you.

Leave it just the way it is. My experience there was magical. I will remember it for a very long time. Next time, I wish to stay longer and learn even more.

We suggest better advertising of the place. The signs are small, infrequent and don't tell anyone what is here. The roads are terrible and probably discourage a lot of people. Blacktop the roads and add $1.00 to the entrance fee and camping to help pay for it. You will get more people and your park is wonderful.

Next time would allow more time. Two days at least. Also, the use of bikes in the park should be encouraged more.

Please don't put information signs or exhibits at the ruins. I like being able to take pictures without them being in the photo. Also, perhaps it would be helpful to have a large rock at the visitors center in which people are encouraged to carve it up, write on it, etc... Do whatever it takes to get it out of their system, before visiting the ruins.

I would have liked to have spent more time and taken more pictures. Unfortunately, the other members of the group are not as interested in Indian culture as I am. Your selection of books for sale in the visitors center is very good. I bought several and intend to order several others. Please leave Chaco as it is! Don't make it a souvenir stop for every Tom, Dick, and Harry going down the wide asphalt ribbon. Those who are interested will come and enjoy, dirt roads and all! And you can see and enjoy much more at speeds much lower than 60 mph.

The ruins and information and guide books available are great. More campgrounds and/or campsites would make the stay much more enjoyable.

I really enjoy Chaco Canyon and have tried to visit it once every other year. I appreciate the access to ruins on the tops of the mesas, and other areas. Staff at the visitors center always get high marks! The museum (even though I've seen it 4 times) always refreshes my memory and insights. Videos are good too.

It's unique, primitive, and remote. Don't, please, make it too easy to get there. Part of the fun/ adventure is knowing to have a full tank of gas, water, and food, etc. It was all fun, we enjoyed. Our car will never be the same, but what the heck! You fix the roads too good and there will be too many people!

Out of town visitors is always a good excuse to go back.

We enjoyed our stay at the canyon immensely and will recommend it to our friends. It's important that Indian
knowledge is made readily available to white folks and
indians. My friend says its really gnarly!

I love it.

You may need more backcountry patrol on busy holiday
weekends. I saw people go off trail and take artifacts back
with them.

I would have done some backpacking and overnight
camping if there were trails or areas designated for that
type of use. The people working at the visitor center were
very pleasant, helpful, and knowledgeable.

We were tired and therefore did not stop at each ruin. We
would have explored more if we had come any other day.

I was thoroughly impressed. I hadn't realized the extent
and condition of the ruins previous to my visit. I also
found the staff, down to a person, to be knowledgeable
and willing to share information and to make my experi-
ence a pleasant one.

I enjoyed the varied "slants" or "points of view" of the
park people and the information provided (written,
movie, etc.).

I enjoyed my visit and wish I could have stayed longer so I
could have taken some of the trails. The visitor center is
well thought out and very informative.

I will be back, for a much longer visit. But please,
consider some backcountry or primitive walk in camping
opportunities.

We would enjoy returning and spending more time
walking the area. The "roads" seem fascinating and
interesting.

Great experience.

We enjoyed it!

Other than a little shade, the park is just right. Don't
change it.

Yes, your survey instrument is very difficult to fill out.
Some questions are very confusing and probably will lead
to uninformed, poor responses.

I treasure my time at sites like this. Since, I believe that
the greatest tragedy of my life and time is the loss of
"micro-cultures" (species, environments, small groups,
individuals) to "civilization", I continue to ask myself and
others: Knowing what I now do about history, how
would I have advised native cultures to respond to contact
and invasion by new cultures. Good luck.

Overall pleasant, except that damn road.

Worth the stop. We'll be back, probably to camp and hike.

A very pleasant experience.

We have visited many Anasazi ruins over the past 12 years
on trips to the SW including: Bandelier, Aztec, Salmon
Ruins, Mesa Verde, Anasazi Heritage Center, Hovenweep,
Edge of the Cedars, Newspaper Rock, Wupatki, Walnut
Canyon, Homolovi, Tuzigoot, Montezuma's Castle.

Good stuff. Beats Mesa Verde all to heck. The fat tourist
ratio is much higher at Mesa Verde.

I am very pleased with the lack of commercialism! The
camping arrangements are fine. The campfire program on
the Navajo creation story was reflective and appropriate.
Thanks for restrooms and drinking water in proximity to
the camp.

I'd be inclined to post or provide a little info about the
desert. I noticed some folks dressed and behaving a bit
carelessly (ie. flip-flops as sandals, no hats) or having no
clue about watching where one sticks one's hands or feet,
at least without looking first. You don't want to frighten
people away, but sunstroke and scorpion/snake, etc. bites are
largely preventable with a little common sense and caution.

Volunteers and rangers outstanding.

Our trip to Chaco wasn't long enough. Next time we
plan to spend more time and come prepared with food and
water.

The Visitor Center is outstanding! The museum and the
films really enhanced the visual experience of seeing the
Chaco Canyon ruins. The staff at the Center was friendly
and helpful.

I would be interested in reading the results of your
analysis of your survey. I am including my card. Woody
Setzer

This is a marvelous place. Urban America needs desper-
ately places that are not just resorts with scenic-historical
wonders. There are plenty of parks that have improved
highways, restaurants, snack bars, souvenirs and are child
friendly. What we need are a few places of serenity.
beauty, and solitude where thinking, caring adults can retreat. We are in danger of becoming the most superficial society in history. We need Chaco.

Wonderful opportunity to photograph a part of history.

Even though this visit was not as long as I would have liked, there are 3 things that make it worthwhile: a. The information at the visitor center and in the trail guides is first rate. b. The freedom and access to the back country. Keep it rugged so only those who are genuinely interested will go. c. It wasn’t a crowded, bumper-to-bumper commercialized national park. Keep it natural.

At least grade the road.

No.

Our children loved it.

To help stop the graffiti, have a wall along the cliff someplace to allow people to do their own petroglyphs.

I had a wonderful time. The rangers were helpful, yet unobtrusive. I was impressed by their professionalism and obvious love of this land. Thanks for a memorable experience.

I enjoyed the evening programs given by the rangers. Specifically the Navajo stories and astrology.

Thoroughly enjoyable, excellent presentation. I was impressed with clear trail markers (especially little man with stop sign!) and care with which trails are maintained and traffic diverted from fragile areas. It was clear that the staff cares about the ruins.

Just get an ice machine, that way you won’t need to have any restaurant or snack bar. Leave the dirt road. For the serious only. Keep the Hawaiian shirted tourists in Hawaii. don’t fill the ruins (immediate area) with a bunch of signs benches or brochure stands. Leave that at the visitors center or in the parking lot. Please keep the ruins in their closest to original state. Peace Brotha.

Very nice visitors center and campground. Rangers were very friendly, helpful and knowledgeable. They also seemed to be interested in what they were doing. Access to sites, guides and marking of tours were very good. We also were pleased with the videos and guided tours we were able to take. We also appreciated the camp fire talk by the rangers.

I would have liked to see some of the movies. I was part of the last one at 5:00 pm (it was good). It would be nice if they were on a continuous rotated basis. We were looking at ruins so, of course, we couldn’t see the ones we thought would be the most interesting to us. Because of the condition of the road we decided to camp elsewhere. Therefore we were limited to one day.

We really enjoyed the pleasant and remote trip to Chaco. It is really important to have a possibility to physically study the ruins although at the same time we to are aware of the negative results that the “flocks” of tourists might cause to the historical sites. What really is missing very often on these sites is a ranger’s word in person to the visitors about how to “behave” around the ruins. Yes, we are very aware of the cuts that the national parks have experienced during last years and we really respect the park workers daily work...just thank you. P.S. How did you guys do it?

I really loved it.

Great. Keep up the good work.

No, I think it’s all been covered.

Thank you very much!

More signage regarding Chaco roads and signal towers, etc.

Enjoyed it will be back to spend several days to really experience.

It was a wonderful experience and I look forward to coming to Chaco again!

We thought it was spectacular. We’ve compared notes with many friends visiting other ruins—Mesa Verde, Hovenweep, and none compare to our grande experience. Thank you.

There was a restricted feeling common to a museum which seemed odd in a natural setting. It would have been nice to get closer to Fajada Butte and the Sun Dagger. I did enjoy the camp fire presentations by the rangers.

Thank you.

We enjoyed it!

Cool as always.

Would be nice to be able to buy ice there! I plan to lobby for our park service—places like Chaco are more precious to our national heritage and the history of humankind than I ever realized.
The visit made a strong, positive impression on me. I have recommended the park to others.

We enjoyed it! It was worth it to come.

Awed to actually see such magnificent ruins.

The patterns in the walls seem to me to mirror the sedimentary patterns in the canyon walls (especially on the San Juan River below the Navajo Dam). Any possible connection?

Limited access is better than easy/comfortable access for preservation's sake parking within convenient walking distance from ruins without being obtrusive to sites.

Signs showing the road system of the Anasazi. Signs showing the irrigation system remains and garden plots.

We want to come back when its easier and we have more time.

Enjoyed the ruins and hiking around very much. Planting trees near the parking areas would make it more hospitable during the summer months.

We enjoyed it very much.

The visitors center was nice, but could be more instructive in what to see or what options a visitor might have. The Redwood National Forest (or park?) was very good about this. If you only had so much time see this...if you have more time also see this...and if you have a lot of time take these hikes, etc. A large part of their success was a result of the visitor center's staff. They were very informative and outgoing. Thank you.

Had a very enjoyable visit. Bought many resources at the visitor's center.

The children's parent was with us.

Thanks for sharing the priceless treasures with us. Keep up the excellent work!

A very enjoyable, fulfilling experience, to be able to walk and touch a part of something historical is a great privilege that everyone should do.

No.

All of the rangers are excellent—polite, helpful and very knowledgeable. Makes the visit great. Visitor Center was very good.

Our history is a very precious thing. We must do all we can to preserve it. We strongly recommend very stiff penalties for vandals. Make it a federal offence.

No.

Thanks for your work.

I'm more interested in the landscape than the actual ruins, but it's cool to imagine a large community of people living in harmony with nature instead of trying to see how fast they can destroy it. (of course, obviously, it didn't work)

Thanks.

Schedule a photo tour back areas. This survey contains information from two adult males.

My husband and I truly appreciate the respect the NPS has shown towards keeping this park "undeveloped". We hate it when a beautiful spiritual sight is transformed into a "Yosemite" or "Yellowstone". Keep our parks natural. Thanks!

We liked the experience very much but would like to have had more coherent information in each spot, especially on Chaco where info. was scarce and not coherent. In general, the park service and effort is very commendable and helpful. Thanks.

This was a wonderful experience for the entire family—educational, peaceful, pleasant. Please see that the park is not "improved" too much so that it will be preserved. We love it!

All in all, it was a very enjoyable day trip.

Fix those (blank, blank) roads!

My visit to the Anasazi ruins, visitor centers and rangers and driving around that arid land was one of the most moving experiences of my life. I love to read novels about Indians, cowboys, prehistoric people and current issues about Indians (Leonard Peltier, Casinos of reservations, and the struggle of Indians as they see their culture die). But I had never before talked with Indians trying to stay traditional (I talked to several Hopi and Navajo) nor seen how developed and "civilized" North American Indians became prior to European influence. Also, the attitudes and opinions of the rangers was very illuminating. Even people who work amid ruins that show the folly of
righteousness can't help it themselves. I would have liked to have heard more about the evidence for violence among the Anasazi. I would appreciate it if you could send me a copy of the results of this survey. Thanks.
Dave Horrigan, 343 K St., #105, Davis, CA 95616.
Don't turn Chaco into some kind of Disneyland-type of attraction for RV tourists. Keep it as rough as possible to preserve the mystique of the Anasazi. Keep it like it is—simple, informative, enjoyable, and educational.

Very special place. Please take care of it. Too many visitors will dilute the experience.

The ranger on the interpretative tour at Pueblo Bonito (Paul Anderson?) was very knowledgeable. We enjoyed his presentation very much.

An extraordinary, powerful place that has been sensitively managed. It should be kept that way rather than made too accessible—don't let it become Disneyland.

The intense summer sun feels inescapable at Chaco, covered parking at each site would keep cars cooler. Covered picnic tables at each site would provide a much needed respite. Thanks!

Chaco was my favorite of all places I visited. Please protect it from over-visiting. Keep it remote and rugged. Continue to honor the ancestors with respectful park management. Enforce quiet hours in the campground.

The movies would be more interesting if put on bigger screen rather than the TV provided.

Keep up the good work. Protect the heritage of American people by protecting our accomplishments.

Fix the roads.

My friend for whom this visit was planned was most happy with seeing Chaco, but we had been out in the sun and heat two previous days, so left Chaco after a few hours.

No.

I enjoyed it. Done by Brenda Hoffman, age 15.

Great time. Good visit. Will come back. and Thanks.

Loved it.

I don't think the road to the park should be paved. I don't want to go to Chaco and see a bunch of motor homes and the volume of people that it would bring. I think people will more appreciate the ruins if there are some "pains" in arriving there. I think the park is run very well and have always enjoyed my visits there.

Sorry, I didn't return this sooner! It got lost in the travel shuffle. Your post card was a good reminder. Good Luck!

The visitors center has a good book collection and expansion of related works would be wise.

Sorry for the delay in returning this questionnaire.

I do not know what it would cost to improve the road so I can't say it should be done. I can emphasize that I described it to friends this way: "After growing up driving rural gravel roads, this is the worse road I have ever been on".

Route 57 south is deplorable and basically rough on cars. This should be posted in the park. An improved gravel road would solve the problem if money is available. I look forward to seeing more excavations in the future, and shade around the ruins is an excellent idea.

Wonderful.

No.

The road conditions are certainly a draw-back but I enjoyed the serenity and isolation. Probably a better road will attract more visitors, buses, noise, crowds, etc.

Not that heritage makes all people experts, but having park staff of Native American descent provide tours makes it that much better when they're well prepared. I want a copy of the report when completed.

Enjoyed talk by Bruce Jacquez. I'll probably be back for another overnight stay and hike the trails I missed the first time. Good luck to the grad. student who gave me this questionnaire. 8/5/93

It was wonderful! There was a good balance between development, use and preservation.

No.

Very enjoyable and worthwhile visit.

I'm planning to come back for a longer stay, camp overnight and do some hiking.

Would like to return to explore and learn more and enjoy peaceful surrounding. There are enough overcrowded parks. Leave Chaco isolated please!
I enjoyed it very much.

It was a wonderful visit. The park and remains are well maintained and the guide was informed and interested.

Great place. It was an honor to be there. I photographed some at night and I was interrupted by park police. I am glad they were checking. They are protecting a valuable resource.

I would have liked to stay longer but time constraints did not allow this time. Next visit will allow for a 2 day minimum stay and some walking to the outer ruins. At least one of my party visited each place listed.

Peaceful, amazing, interesting. Thank you for sharing this area.

The ranger at the visitor center was exceptionally friendly and helpful.

The museum displays were excellent. People were helpful. I had to get air for a spare tire. We enjoyed our visit very much but something should be done about the roads. I would also be nice if there were motels closer to the park so non-campers could stay longer if they wished.

More info. could be available in Santa Fe, other NM locations.

Worthwhile.

We expected to be among many more visitors. But we came during the Hanta Virus scare, so maybe that decreased your #s. We were not worried at all. We had a great time, learned a lot, and were glad you had water. Nice bathrooms!

My mom was unable to visit ruins. She's not handicapped, legally, so we don't have stickers or a wheelchair, but the heat and physical exercise of the place was too much for her. She may have tried harder, but she had been here 20 years before.

I think it would be wrong to make the area easy access. It would destroy its remoteness to have camper and motor home all around.

I wish to thank the National Geographic Society for having undertaken to excavate this most interesting site, providing the public in insight and understanding of the past.

There is nothing I would change! It was incredible, fantastic and I am looking forward to going back (and this time for at least a few days) and discovering all the parts that I didn't see.

I appreciate and understand the need to protect the ruins, however, to restrict people from free access to the park is over-restrictive and prevents people from experiencing other remote areas of the park.

Signs that say "Please don't climb on walls or through windows"; "Please, please do not even pick up the pottery sherds", "Take only pictures, leave only footprints".

I enjoyed visiting Chaco. My only suggestions are: 1 An exhibit on the agriculture of Chaco Canyon (900 AD-1350 AD); 2 Keep access to canyon restricted to preserve the archaeological findings.

Being from Arizona we've seen some ruins before and are interested in them. We really hadn't heard about Chaco Canyon, though. When we came to visit relatives they suggested the trip. I think more Arizonans would enjoy Chaco Canyon if only they knew about it!

1. Don't rope off the ruins as is done at Mesa Verde. 2. Make park brochures for each of the Anasazi related parks/monuments available at each other's visitor center bookstores.

We had a very enjoyable trip. It would be nice to have a paved road into the park, yet at the same time it was enjoyable that it wasn't too crowded. Old Faithful in Yellowstone National Park has a freeway system into it and the area was very busy. It is nice for Chaco Canyon to keep a serene "voice from the past" type feel to it. If too many tourists came, I'm afraid the area would lose its tranquil peacefulness.

Visit to park in mid-August from Chicago, Ill.

Keep the number of people visiting Chaco at any one time to a minimum. Don't overpopulate like Mesa Verde. Save Chaco for "hard core".

I like the one way loop for cars. How about a bike trail? (Is there access in the winter?).

No, but sorry for the poor penmanship because it was bumpy exiting the park.

Develop a plan to show visitors (or allow participation) of an archaeological dig of some of the ruins.

Make a better overload camping. After friday night the campground is full and as overload camping they offer unpaved road that's no good for tents.

My son visited the park with me. He is nineteen and about the begin his sophomore year in college. We
planned a week's trip here from New York with Chaco at the center. He helped me fill out this questionnaire.  

Had an excellent time. Will return with family next time.  

I enjoyed the low visitor numbers (due to the Hanta Virus panic and poor road conditions). There should be a challenge to machine and person to enter the park.  

Of all parks I visited, I enjoyed this one the most. (Ruins, visitor center/film, campground and campfire idea are all great).  

Everything was well done (especially going into ruins). As a person with limited exposure to the desert, information about and the ability to get physically involved with the surroundings would be appreciated. Also, in your brochures, it would be interesting to put a time line showing where the ruins fit in compared to Western European and US history.  

Yes. I hate bores. I don't fit yours. I came by train, I visited other Indian places but on other trips. I places a very high pro... on teaching my children and letting them see other cultures. But to answer your program correct, I would have to say unimportant.  

We couldn't stay longer and wish we could have. We hope to return someday.  

Survey completed by 2 people (G.L. and B.P). Answers reflect responses from both. Personal note the developers of this study. I have written and compiled many surveys in my college career and I enjoyed both the wording and subject matter of this one. Well done, and I hope our information has been helpful.  

Type in this questionnaire is unreasonably small. Too small. Why so small. Hard to read anyway.  

We enjoyed it and might come back with the children. The bad road condition may have helped to preserve the ruins by having fewer visitors. Those who want to take trouble to visit the park are those who appreciate the culture.  

Awesome!!  

Very enjoyable visit to start journey home from ENMU campus to Portland, Oregon. Thanks.  

We will definitely be back to explore further.  

Will visit again to see ruins which were missed this trip. I enjoyed it but wish I had left more time to do it. An interesting idea might be to have a park service desk at the Albuquerque airport, so that when people get to NM they can pick up info. and plan accordingly. Now that I know what the National parks are all about, though, I'll leave more time in the future. Thanks! Linsay Huppe, 46 Carlton St. #5, Brookline, MA 02146 (until 9/10).  

Nice rangers.  

Would think Chaco brochures should recommend people arrive early with warning of possible rough roads hence more time needed to travel or recommend camping within Chaco to allow cool evening and early morning activities as mid-day is brutal. Those of us from cooler climates don't think in terms of mid-day resting. Perhaps slide show/ranger talk/movie between 11 and 2 to give visitors the option of cool mid-day activities (more than what's presently available). (Good luck on your thesis!)  

Very informative! I enjoyed the walking and climbing.
### APPENDIX 8

Other types of overnight sleeping accommodations used before and after visiting Mesa Verde (n=442)

<table>
<thead>
<tr>
<th>Accommodations Used Before</th>
<th>Percent</th>
<th>Accommodations Used After</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Land Camping</td>
<td>&lt;1</td>
<td>Public Land Camping</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bed and Breakfast</td>
<td>2</td>
<td>Bed and Breakfast</td>
<td>2</td>
</tr>
<tr>
<td>Rented Condo. or Cabin</td>
<td>4</td>
<td>Rented Condo. or Cabin</td>
<td>4</td>
</tr>
<tr>
<td>A Parking Lot</td>
<td>1</td>
<td>A Parking Lot</td>
<td>1</td>
</tr>
<tr>
<td>Hostel</td>
<td>1</td>
<td>Hostel</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
APPENDIX 9

LIST OF GENERAL CATEGORIES SORTED FROM RESPONSES TO A QUESTION REGARDING OTHER REASONS THAT MOTIVATED RESPONDENTS TO VISIT MESA VERDE.

Responses indicating that visitor came to show another person the park or came with someone who had visited before:

Show my girlfriend.

We now live at Mancos CO. We visit Mesa Verde often for our own enjoyment and to entertain our guests.

I had been here in 1976. It was time to show my family.

We brought family from Phoenix.

To bring foreigners to experience a great taste of American history and to show a wondrous look at historic art and artifacts.

To take French friends who wanted to see Mesa Verde after reading about it in French tour magazines.

Kids=students

and have my wife see it.

To give the children a chance to see the country.

Mesa Verde is an area my wife knows well and loves. She wanted to share it with me as well as her sister and niece—all first time visitors.

Responses regarding a repeat visit:

We were at Mesa Verde last year and wanted to see more.

We enjoyed the visit the first time.

We wanted a longer return visit.

I’ve lived in this area all my life and love to see it again and again. However, with the summer crowds you don’t get away from people.

This is my family’s 14th trip to Mesa Verde. It has become an ongoing, shared family experience. Starting at the hotel in the park and eating dinner there has become important as it removes the hassle of travel and lets us focus on a leisurely tour of the sites without fatigue.

This was my 4th visit to Mesa Verde; it is difficult to relate an initial impression.

Visited Cliff Palace a few years ago, found it very interesting so we came back to learn more and will come again.

Had been here previously and enjoyed it. Wanted to renew perspectives and compare with Utah park. Also mom was here and couldn’t remember.

Having driven by when I was 12, I wanted to see it in better detail.

To see park again after 30 years.

Return to a place I once worked.

Enjoy our first visit and returned to see more.

Loved it the last time we visited.

Was here as a small child (1928) wanted to see it again

Responses indicating that visitor was motivated to visit after reading about Mesa Verde:

Louis L’Amour

Many things I already knew from books and photos therefore they aren’t important.

Had read about it;

As a retired teacher it was an opportunity for my wife and I to see something we had only seen in a book.

The sights of ruins in books looked very interesting.

The Anasazi’s are a part of our curriculum in our school system.

I have been home schooling my children for the past year and this is a great learning experience for all of us.

I read a lot of information about it in various tourist guides.

I have read about Indian cliff dwellings in Austria (Europe).
Reading about area.

Our daughter learned about Mesa Verde in 5th grade. We added the park to our itinerary at her request.

Son studied Mesa Verde as part of 5th grade curriculum in Jefferson County schools.

Wanted to see Mesa Verde and Chaco after watching a PBS program about the history of the area.

Children’s classroom studies sparked strong interest from entire family.

View ruins after course work at Crow Canyon and digging experience at Castle Rock.

I’ve wanted to see Mesa Verde since I first saw pictures of it when I was in elementary school.

Louis L’Amour’s writings.

My son studied the Anasazi in school. It was a great way to follow up.

General tourist information.

My son is going on a trip to Crow Canyon with his school. We wanted to share that experience.

Responses indicating that general curiosity was a motive:

Mostly curiosity since we (family) were unable to stop years.

We wanted to see it.

Learn about different states and general curiosity.

Responses indicating an interest in Native peoples as a motivator for visiting:

An overall interest in Native American history.

I enjoy studying pre-contact Native American cultures, a hobby.

An interest in life and times of early Americans.

Our son was very interested after seeing a few ruins on last year’s vacation.

My anthropological background; wanted to enrich my understanding of the culture.

Very interested in Indian culture and their heritage; past, present and future.

Practicing architect interested in form and structure/form with nature. Studied Anasazi culture while at college.

Broaden our knowledge of anasazi culture.

As an archaeologist working in the region I needed to see the sites on Wetherhill Mesa. Buy books.

Interest in Indian culture.

and mutual interest in the preservation of monuments in this country as opposed to my own work in English heritage.

Architectural interests.

Responses indicating that visitor was in the area for a vacation:

An overall interest to visit this part of the state.

Near to 4 corner area where it could be combined with other scenic stops.

Because it is located in a close proximity to our primary vacation spot.

Family reunion in Durango, Mesa Verde was a definite part of the plans for this trip for all members—we went on different days.

We were in the area. To find out about the Anasazi and pre-columbian American culture.

Spent ten days in this area and this was one of the places to see.

It happened to be on the way to our other destinations as we were on two week vacation.

Proximity to Albuquerque.

My husband wanted me to see the west.

It was part of a total trip fit in well with plan.

I wanted to go to Colorado, Silverton, Durango and utilized Mesa Verde as home base.
Close to Durango.

A major point on our preplanned route.

Main reason—a major attraction in Colorado and never been in this part of state.

Central location for many relatives.

Because it was along my travel route and I like to see the sites I pass by.

We were in Colorado for a reunion and looked for interesting sites to extend our vacation.

Part of overall tour of southern Colorado.

Proximity to mountains and Indian reservations.

A good halfway point between Colorado Springs and Las Vegas. A great alternative to town motels.

Miscellaneous responses:

I love the staff from Mesa Verde.

My wife and 13 year old son expressed a strong interest in seeing the cliff dwellings, which surprised me. I had long held a desire in seeing them which they were not fully aware of.

To see places and scenery different from the farms of the upper midwest.

To see Indian Culture. To also buy sterling and turquoise.

Too many people; no parking.

Largest cliff dwellings. I would like to come to Mesa Verde to get away from it all but I know that it is a high volume park. The large number of people is my biggest frustration.

Cannot feel isolated with so many people.

I was impressed by the thin, long range survivability.

To see a wide variety of the country.

Husband at Mesa Verde on business.

It was raining at Purgatory.

To view something recently unchanged by modern man.

Considering the mobs of folks at Mesa Verde, H, I, and P seem not to apply.

Had some weekend time and this was a pleasant trip.

Mesa Verde is not calm or away from crowds! Tough to feel isolated!

First ruins I’ve ever seen.

Isolation is impossible when there are lines up to two hours long.

I enjoy birding. Was looking to see what birds were present.

To experience cultural differences of other visitors.

Respondents who heard about the park from various sources:

Heard it was beautiful and wanted to experience it.

Lifelong ambition since grade school when I heard about the ruins and saw pictures of Cliff Palace.

a son had visited while on a teen tour of the west.

Friend’s recommendation.

Influenced by others (family members) to visit.

Recommended by local visiting centers.

Great recommendation by a friend.

Friends had said we should see it.

Others told us not to miss it.

Visit recommended by friends.

Was strongly recommended by others as a special experience.

Recommendation by friend.

Recommended by a family member who had visited previously.

Friend’s recommendation.
Friends who had been there, were told to visit Balcony House first.

We had heard from others that it was nice to see and beautiful as well.

Family members that had once visited Mesa Verde told us to make sure we did!

It had been suggested as an excellent place to visit by other members of the family. My partner particularly wanted to visit Mesa Verde.

Recommended by a friend.

A strong recommendation by a friend.

Other people strongly recommended it.

Recommendation by friend.

Recommended by a friend and avis naturalist.

It was recommended by a friend.

Educational. A friend who had visited Mesa Verde told me how interesting it was.

Recommendation from a friend who had visited and gave good recommendation. Was the highlight if our friend’s trip.

Good reputation as wonderful experience.

Recommendation from another historian

Respondents who said they visited because Mesa Verde is a National Park:

To see as many National Parks as possible.

We love visiting National Parks.

National Parks, very famous.

We enjoy visiting National Parks and Monuments, there is always so much to see for a low price.

Respondents motivated by spiritual or humanistic reasons:

To touch the earth anciently. To explore the possible connection between our people (mongolian) and the Anasazi people.

To experience what life might have been in a climate and terrain totally unlike my home.

My main reason is for spiritual connection and sense of my presence in the cosmos (as for getting away from crowds...).

I enjoy being out in God’s creation.

Desire to engage in certain activities:

To find trails and fun away from civilization and traffic.

Pancake breakfast at campground, shopping at gift shop.

To enjoy hiking and climbing.

To get out of the house. We were nearby

An opportunity to move about and hike (moderate exercise in a pleasant environment.

Good camping area.

Proximity, available camping.

To have a good time.

Also to piller through the ruins to find artifacts to add to our collection (just kidding). We thought we could rock climb.

To look for wildlife.

To find an opportunity to expereince Indian culture:

To try an appreciate how difficult life was for the indian that lived during that period. I was truly amazed at the ingenuity.

As a visitor from Scotland it was my only chance to find out about Native American culture and history.

Indian culture.

The archaeological value and the comparison of other ruins was the #1 reason for coming here.

Mystery of the people and how they found the place to start with.
To see the archaeological ruins. Interesting archaeology.

To see real structures.

(H-I-J-P are impossible with crowds that are there) Try to understand how Indians built such structures with no more tools than was available.

To learn about the native culture of the americans.

It own isolated nature.

To study the linkage between the Anasazi and other cultures in the Southwest.

To study Anasazi culture to put into evolutionary perspective.

To see first hand and to experience the mystery of the Anasazi.

To learn about Southwestern Native Americans, old culture, as we are from the plains area, Nebraska.

To learn more about Colorado and its history.

To get a better understanding about the people and the way they lived compared to today.

We wanted to get oriented with the history of America, therefore we come to the site.

To learn more about Native American cultures.

To learn more about Native Americans.

To learn about early American Indians.

Respondents who said they came as part of a tour group:

Part of the Anasazi archaeological experience afforded by the Crow Canyon center to make a comparison with other sites in the Montezuma area.

Respondents who said that they have always wanted to visit Mesa Verde:

My husband had always since a child to see Mesa Verde (42 yrs. old now).

Always wanted to bring my children here. Subject as taught in school is too brief and impersonal.

Have wanted to see cliff dwellings since I was a child and heard of them. Now I am 49 and this is only the second time I have seen them.
APPENDIX 10

LISTING OF RESPONSES PERTAINING TO AN OPEN-ENDED FORMAT QUESTION REGARDING OTHER FACILITIES AND SERVICES THAT WOULD HAVE ADDED TO A RESPONDENT’S VISIT AT MESA VERDE.

Note 27 percent of all respondents replied that there were no additional facilities needed.

Responses pertaining to interpretation and Park staff:

More female employees.

More artifacts displayed at the park museum that came from park ruin locations.

Stricter enforcement of park rules. Well published warnings that Mesa Verde may not be appropriate for people travelling with small children.

Suggestions of places to see if one’s time is limited.

Anasazi presentation should be run during the day at the visitors center.

Didn’t know time of guided tour, a toll free number to give this or having times posted close to entrance would have helped.

Charge on booklets could be $.50 ea. and not be expensive.

I noticed saturday mass but no other church service.

Possible Indian folklore and other tales of the park in the evening by campfire.

Educational videos (similar to the one on making pottery) on the lives and activities of the, as the archaeologists are able to determine these activities. Also, guided tours (live people explaining things) are a great asset to visitors who are not real familiar with historic sites.

How about “specialists” tours led by an archaeologist for those who want to know more.

Map at park when you pay at entrance.

Slide programs.

More information on archaeological digs and perhaps an opportunity to visit a site.

Rental cassette and walkman-guided tours.

Lectures at visitor center.

Intricate displays (low-tech) in museum. Happy rangers who aren’t rushed!

Just the videos.

If all information about the different sites together with practical information were gathered in one booklet it would be easier to read and keep track of during and after a visit.

Material available at entrance to help planning self guided tours.

A short presentation (audio-visual) at the beginning of park would help orientate; also useful to have brief AV presentation of historical information.

Programs on the wildlife of the area.

More labeling of plant life.

Signs indicating geological features.

In other parks there were photo walks. Also, the ranger talks should also be at the FarView Lodge—as well as the campgrounds.

I think a dry farming corn field with that water available similar to Anasazi 10th century conditions would be interesting.

In my experience, the night time ranger talks are always good. But not available to visitors who do not camp in an area—why not offer them during the day. A reconstructed pueblo to explore for size furnishings etc. Possibly at multiple locations.

Re-enactment of life and times of the cliff dwellers.

More history info that goes deeper than the surface.

Sign/reminder about what to take along on a guided trip.

More evening programming.

Audio tour (cassette rental).
Possibly one or two of the excellent caliber films and videos (with seating) offered at other parks.

More tour guides during busy times.

If a visitor center were built at the park entrance a 20 minute video of the park to overview to educate about how to best enjoy a visit would be great. The park ranger at FarView did it but having then...

Full park service info not available in brochures given to us at fee station (ie tram tour). Bike trails promoted and encouraged.

More maps and information located in more central sites. Some ruins ran out of trail guides, some ruins weren't listed in trail guides at all, if visitor center concentrated on these and other information it would be very useful.

Would like to see photos of art work at the sites to see where objects came from.

Guide or other information available in at least one or two other languages so that one could get more of the history.

Cliff Palace and Step House rangers just stand around. I feel they should have a presentation especially since most people know not about the ruins.

A list of attractions that would indicate how long it takes to see them and how heavily they are visited.

Tours based on levels of archaeology experience and knowledge.

More ranger led talks and walks.

Movies about the park.

Theater (Movies, slides, documentary) geology, weather, ancestral lives, archaeological techniques.

Information in different languages.

Film about the people, their life etc.

A motion picture depicting the life and practices of their civilization.

More guided tours.

Seemed to be well organized around the natural geography; park rangers appear mature and professional—this impressed us because so many service type workers today are immature, hedonistic, rushed, can't count... and want a lot of money for poor work (this is due in part to our labor movement and losing our judeo-christian heritage). We missed the evening slide show at FarView Lodge and wish it had been offered in the morning.

Many urban museums have self guided audio tours. Such tours, of variable length, might be well received.

There is a lot of good information on museum walls that could also be presented at ruins and overlooks. I think keeping large, descriptive placards from immediate site is very good. It might be also interesting to see sites—one or two—exacty as they were found—per the photos in the museum—very interesting to see the lack of degradation over 100 years.

Guided or unguided hiking tours to some of the other park areas.

Some map displays showing the distribution of Anasazi peoples.

Relationship of Mesa Verde to Chaco Canyon and other sites.

A sign prior to descent to Spruce Tree House to inform visitors of the need to register for hike to petroglyph trail, advising distance, and how enjoyable hike it is.

Possibly more park rangers to explain the history.

I think you should rotate your rangers more. Some seemed bored too much and speak a “canned” speech.

Programs at the museum such as 10-15 minute courtyard talks. Special reservation only tours of unavailable sites. More hiking opportunities. More interpretation of the relevance to the big picture of Southwest archaeology.

More exhibits of the tools and other items of the past. How they lived, worked, clothes of the persons actual items.

Walk for flora, fauna, trees identification—guided. Evening program (ie lectures such as astronomy, geology). Videos should be available for rental prior to arrival at the park (ie $10.00 fee with $25.00 deposit).

A 3-D topographic display at the museum like the one at FarView. A large area map showing the Indian nations SW of Mesa area.

Mileage signs at trail heads and maps showing how the trail goes.
More information about the modern Indians of today.

Ranger program at far view.

A birding list

I thought you once had a chronological tour guide. Older sites are visited first, new sites last. Did I miss it?

A night show.

Responses regarding park facilities:

Longer summer hours on weekends. Surprised at 5:00 pm closing on Sunday.

Overnight accommodations

Restrooms closer to museum and other exhibits.

Showers in campground.

Even though we didn't camp this trip, campground is a very important service.

Access to more of the ruins might have spread the crowd out a little.

Not enough clean restrooms.

More restrooms.

More shaded benches at Balcony House tour, very hot wait!

More picnic areas.

Telescope at Park Point.

Picnic areas.

Better access to "wilderness area" like walks, possibly by permit.

and able to explore without being pressured by so many people. One hour wait at Balcony House was too long.

More shady picnic areas would be nice (with wide parking spaces).

More parking at museum!

None, other than more water available.

Drinking fountains, especially at Balcony House.

Some places we could go that were quiet yet informative; I suspect the ruins need a contemplation atmosphere to be appreciated.

Yes, the restrooms were dirty. More facilities are needed with attendants.

Some way for the handicapped to go through the ruins a little easier with elevators.

Adequate parking spaces at sites and museums.

More restrooms

Adequate parking.

More restrooms.

With children, more bathroom facilities would be nice.

Longer hours at the visitor center.

Shade over parking lots.

A lost and found center that is well publicized.

More water locations near ruins sites.

More water facilities or else warnings to bring water with you as it wasn't available everywhere.

More access and adventure (ie Balcony House and Cliff Palace are the hits!)

Biking trails.

More women's bathrooms.

Shuttle busses from site to site.

Easy access to Cliff Palace for middle aged adults.

More hiking trails.

Colder drinking water. More restrooms.

Rain checks for days that visitor pays for entry and severe rain storm follows the visitor to exit and return the following day.

More hiking trails— I walked out knife edge trail from the campground and it was great.

Parking
Lengthened hours for those staying over night in the park, to visit sites, evening lectures etc.

Better mileage markers and notices of turn outs/views. I'm very much for handicapped access but I am also for keeping it natural.

Slide show did not work at amphitheater. Long waiting periods everywhere.

Showers in campground.

More picnic tables.

Easier access to the ruins.

We would have liked more trails and more accessibility to the park. I might be wrong but it seemed like just a tiny fraction of the park was used. There needs to be more diversity.

Better signage on roads. Perhaps more you are here signs.

Ramadas for shade in the campgrounds.

A place to change baby diapers.

A more private and rustic campground.

Responses regarding concessionnaires:

Good souvenirs that are inexpensive.

9 more lodging rooms.

A gift shop.

Reasonably priced food and drink.

Coke and juice machines

You need to lower the price of your food and drinks.

Some place to rent canteen with cold water.

Post notice of location of showers in campground.

A lighted path from all the Lodge Buildings back to the lodge.

Add decently priced restaurants.

None we can think of.

Bottled water to buy.

High quality food, particularly vegetarian alternatives.
APPENDIX 11

GROUPED RESPONSES TO AN OPEN-ENDED FORMAT QUESTION ASKING MESA VERDE RESPONDENTS TO DESCRIBE ASPECTS OF THEIR VISIT THAT WERE PLEASING.

Responses pertaining to scenic aspects of visit:

I found it all interesting but especially enjoyed the scenic views.

The beautiful scenery and scenery.

The scenery.

the beauty of the country.

scenery

Scenery, especially views of shiprock.

We enjoyed most, the beautiful view from the highest point where we could even see to Utah and New Mexico.

and views.

Looking at the scenery and

and the scenery

Viewing the ruins against the dramatic scenery.

The scenery of the picnic area.

The scenery

The views,

The view from up above the canyon.

Scenery,

The scenery,

The scenery and

Spectacular views,

The scenery

The scenery and

Scenery and

Views of ruins from across canyons.

I enjoyed the scenery
The magnificent scenery,
The mountains, the scenery.
Scenery,
The incredible scenery,
The mountain views
The scenery is spectacular.
The scenery
Scenery and
viewpoints,
Architecture of cliff dwellings in spectacular scenery.
Fabulous scenery!!
beautiful drive,
Views
Scenery,
all the natural beauty.
vistas and
The scenery.
The scenery and
The drive to the ruins and
The scenery
the canyon overlooks.
Spectacular views,
The scenery and
Fabulous scenery!
Scenery,
Entire experience ie the scenery and changes in terrain,
The views, especially at ruins from one mesa to the other.
To enjoy the view and the height.

The scenery and
Breath taking scenery,
The magnificent scenery!!
We enjoyed the beauty as well.
The scenery
Looking at the scenery and
Beautiful scenery and
The scenery and
Fabulous scenery,
The scenery,
General viewing of the whole area.
Spectacular scenery!
Scenery,

General comments regarding positive aspects of the ruins:

Note: the 44 (10% of 442 respondents)occurrences of “seeing the ruins” have been omitted for the sake of space.

Visiting the ruins themselves, ie spruce house, ruins loop, sun temple.
Visiting the ruins
Visiting the ruins
the cliff dwellings.
I most enjoyed seeing the prehistoric ruins in their preserved state.
Dwellings
Getting a first hand look at the ruins that before had only been something from a book or TV show.

and prehistoric architecture.

Seeing the dwellings.
Both the cliff dwellings
the houses in the cliffs,

Looking at Indian cliff dwellings.

Larger ruins in the cliffs.

The ruins were the most enjoyable and breathtaking aspect of my visit to the park.

Just seeing the ruins, did not go down into them, the climbing is too hard.

The ruins. What these people left us is remarkable.

the ruins themselves.

Seeing the actual dwellings of cliff people.

Anasazi ruins

We really enjoyed seeing the ruins because they are just really fascinating.

cave dwellings,

enjoying the beautiful ruins.

The beauty of the buildings.

Seeing all the different house and ruins.

Architecture of cliff dwellings in spectacular scenery.

Spectacular ruins in a spectacular scenic setting.

The cliff dwellings are wonderful.

Viewing the ruins

The variety in the ruins,

The architecture

buildings

The visual and architectural images of the cliff houses.

looking at the ruins,

Interesting to see buildings in the cliffs.

Seeing the dwellings. How many there were.

Just getting to see the ruins.

Seeing the dwellings.

To see the ruins

The ruins of an ancient culture

sites were beautiful.

the dwellings.

the protected ruins,

Viewing the ruins and

Ruins on the cliffs.

Viewing the ruins.

The ruins—so unique, well preserved.

Seeing the cliff dwellings.

cliff dwellings.

The ruins, especially the cliff dwellings

Responses regarding positive aspects of the climate or weather:

Perfect weather,

Weather,

climate.

Cooler temperatures

weather,

(also it was a comfortable day).

Beautiful climate.

Responses regarding positive aspects of the museum:

Museum

Museum

We enjoyed the museum and

The museum dioramas and exhibits; bookstore.
I also thought it was very nice having the museum to fill in questions and knowledge gaps.

the museum.

The artifacts in the museum were very interesting as well as dioramas.

and the museum.

visitor center exhibits.

Museum

We also enjoyed the museum a lot.

museum, weaving and pottery,

Visitor center; beautiful exposition of Indian art.

Also enjoyed the museums

museum,

Museum exhibit

Museum is helpful, well organized and enjoyable.

museum,

the dioramas

The joy that children get at your museum when viewing your exhibits.

museum exhibits (far view exhibits and museum).

The six murals in the museum.

The displays of jewelry and artifacts,

Museum

Excellent archaeology museum especially the well done dioramas.

museum.

museum and video.

museum,

museum.

and museum.

information in the museum about the different artifacts.

and museum.

The museum and

The knowledge gained from the museum exhibits.

Artifacts in museum.

Museum (artifacts).

Museum was good also, great for kids.

the museum,

Museum and gift shop... bought two books on sand paintings and one tape of flute music.

Appreciate the timelessness of the weaving and pottery—wonderful artifacts.

The museum is well designed to promote an entry-level understanding.

museum,

The very good presentation of the past (museum).

the museum, the visitor center,

Museum,

the museum

and the museum.

We very much enjoyed the archaeology museum

It was thoroughly enjoyable. I especially liked the before excavation and after pictures.

museum as educational tool.

I also love the museum.

and visit the museum.

and the museum.

visiting the museum and purchasing books.

The museum was great and
The cliff dwellings, nature.

and the museum.

**Responses regarding positive aspects concerning access to ruins:**

Walking in ruins and museum.

We like the tour of the dwellings.

Being able to walk through so many ruins, gives a more "hands-on" kind of experience.

It was wonderful being able to see cave dwellings up close. Going into the ruins and climbing around.

Being able to look closely at real historic things such as the ruins.

Being able to walk down to the ruins; However I had my mother with us and she is 65 and can not walk up hill so she couldn't go down into the ruins. Maybe some day there will be some type of facility to accommodate the older people.

Being able to actually walk in the ruins.

The dwellings that have public access were very pleasant to see. Even though the museum was some wonderful exhibits that are supposed to depict the life of the inhabitants seeing the dwellings gives a person a better perspective of the life they lived.

Our children loved climbing through the different areas.

Climbing out of Cliff Palace.

and getting to go down into the kiva at spruce tree dwelling.

I enjoyed being able to view the ruins up close.

The ruins, actually getting to walk around in them.

Seeing the ruins and actually being able to walk right up to them.

and actually being able to look inside the old tower of the ruin.

We love to walk down in the ruins and imagine how life was for the Anasazi.

seeing the sunbeam through the dust in the kiva.

The climbing in and out of Cliff Palace was great.

We enjoyed all of it. The grand daughter enjoyed the maze and hand on look.

and walking around the ruins though just being able to see them without being able to walk through them would have been fine and would have cut down on traffic jams.

It was fun to get close and climbing down and up was great.

Being allowed into Cliff Palace and Balcony House.

(we like the ladders and tunnels).

Being able to walk in Long House also climbing the ladders gave you the feeling of how the Anasazi's lived plus walking in them.

Seeing the ruins up close.

The opportunity to get up close to the Spruce Tree House and Cliff Palace.

The possibility to walk inside the cliff dwellings.

The hand on experience, ladder, climbing.

I enjoyed being able to walk among the ruins.

Spruce Tree House (going down in the kiva)

The ruins that you are able to walk through.

Getting to walk through the ruins.

Climbing in Balcony House,

Seeing the cliff dwellings up close and

The physical challenge of climbing to and through the ruins was a great family experience (2 adults, 2 children ages 7-11).

Access to ruins,

My kids both learned a lot and experienced physical successes exploring the ruins. So did my wife and I.

Balcony House tour guide, Art Authair's presentation and the ladders, tunnel etc. on that tour.
Climbing ladder.
To get close.

accessibility to Spruce Tree.

Dwellings you can walk through!

Visiting the cliff dwellings.

seeing the cliff dwellings close up.

The actual visit of Spruce Tree House and Cliff House.

The actual chance to get right into the ruins, but not climb through them which would destroy them.

Going down into actual ruins and descending into canyon.

Balcony House, Spruce Tree House, Because we could get into the ruins to experience size and structure.

The path leading to ruin. Climbing on down to ruins.

Actually visiting the ruins—Cliff Palace and then

educational museum experience of entering Spruce Tree House.

Our family definitely enjoyed Balcony House the most. The kids liked the fact that we could actually go in and touch it, however we also tried to explain the importance of preserving the ruins and what a toll the traffic takes on the ruins.

walking in the ruins.

Being able to walk down and around the ruins.

I enjoyed viewing up close the Indian ruins.

The Cliff Palace, walking down to it on the narrow pathways and climbing down the ladders.

walking to the dwellings.

Being allowed to view the details up close and becoming actually involved in experiencing history.

Walking the ruins

The special feeling we got while walking through to ruins sites

The ruins lived up to our expectations. Our kids, ages 12, 9, 5 thought this was the high point of our trip which includes Grand Canyon. Each ruin was special and we enjoyed touring them.

To have limited access to look into the ruins, enter the kiva etc.

To go into ruins.

Walking through the Spruce Tree House and the Cliff Palace.

Actually touring the ruins.

Going through ruins.

The exploration of the ruins!

Seeing through the ruins.

Being able to get into the ruins and seeing them up close.

We enjoy to go to the ruins and see them from close by.

It was nice to be inside the ruin.

Balcony House ruin. It gives you a real feeling for the daily lives if the Anasazi. The climbing up and down, into and out of the dwellings, using ladders and footholds allows visitors to imagine and make a physical connection to the daily movements of the Anasazi. I also enjoyed the quiet and the feeling remoteness in the dwellings.

Challenge of gaining access to sites especially Balcony House and Cliff Palace.

Actually getting to get into the ruins and

Being able to touch and walk through the actual ruins; a very sobering experience.

Physically entering the ruins and

Going down into the ruins at Cliff Palace and Long House.

Responses regarding positive aspects of social interactions:

Meeting people.

Getting away with family and friends in the beauty of the area.
Watching my sister-in-law and niece enjoy a national park. Until now they had not been inclined to spend much time in the outdoors. A highlight was watching them overcome their fears to climb ladders at Balcony House.

I had been to the park 20 years ago, and I enjoyed the second trip because I could show my children.

Balcony House tour guide. He did a great job.

To be with family and friends.

Sitting and looking.

I had visited Mesa Verde 25 years ago as a child. This was an opportunity to share my previous experiences with my wife and children, relive my previous experiences and see new areas of the park.

sharing experiences with my family and especially with the other people from other countries.

Company (friends) with us.

being with my family.

Vacationing with my children.

My wife enjoyed talking to people while I was climbing around sites.

It was a great wholesome activity our whole family could enjoy.

**Responses regarding positive aspects of park facilities:**

and the nice campground.

cleanliness, the tram at Long House.

the camping facilities,

Ability to see so many ruins in such a concentrated area.

train ride around Wetherill Mesa, very enjoyable.

Comfortable and clean accommodations.

Well maintained trails.

The culture under the cliffs.

The clean park,

the overlooks, picnic area.

The clean walk on the ruins

The way the ruins were found and kept in good condition.

the preservation of the ruins.

to appreciate how well preserved the ruins are.

To be able to go by bus on the Mesa to see buildings (ruins) up close.

I enjoyed the architectural development of the anasazi and the preservation of that history.

My youngest son enjoyed the junior ranger program and it reinforced his learning and made him become much more involved.

The care with which you have given the sites (national treasures).

Park well organized.

Limited number of people were allowed to see Long House. The chip system for the mini-tram was wonderful.

The park was well run and well organized which meant that the visit was more enjoyable, ie ranger guided tour, Long House.

Overlooks to all ruins.

The organization of tours to sites eg tram run on Weatherill Mesa.

The roads are all in excellent shape. The tram

well organized park.

appreciating the great facilities and especially the great care taken by the park service in preserving and maintaining the ruins.

How well kept everything was,

That it wasn't so commercial as it could be.

I was happy to know that things had not changed much since we visited 15 years ago. Well maintained and preserved.
Organization

Ruins and park were in very good condition.

the special overlook areas and the camping area

Size of the park and variety of sites. Sequence of paths approaching and leaving sites.

Organization of mini-train.

Responses regarding positive aspects of rangers and interpretive materials:

ranger. Appreciated the way ranger gave accurate description of how deep and hard the walks were and their knowledge.

interpretive staff.

The courtesy of the park rangers was a plus here.

guided tours,

The rangers were very courteous and knowledgeable.

The guided tour at Balcony House.

I enjoyed Balcony House because Don Ross was a great ranger and is limited to the numbers of people who went through at a time.

Long House tour,

Ranger guided tour of Balcony House.

Ranger with educational program was informative for children.

Hospitality and friendliness of employees. We were made to feel welcome.

Information provided by rangers. All employees are to be congratulated.

the ranger talks,

Balcony House tour.

The ranger’s informative talks and help.

friendly people,

Guided tour to Long House.

The Long House tour.

Balcony House tour

The guidebooks were an excellent way of providing a self guided tour.

The quality of the park including the lack of many restrictions so often necessary as parks get more and more use.

Step and Long House, especially the ranger guided part of Long House.

The rangers were very helpful and

Tours of cliff dwellings especially Long House.

Being able to compare with what I had read and heard to the real thing.

The Balcony House guide was wonderful, spoke very clearly, slowly and had good humor.

Guided tour of Balcony House (we like the ladders and tunnels).

The guided tour at Balcony House with an excellent guide who answered questions.

we had a great tour guide.

I also must compliment the very friendly and knowledgeable rangers who only enhanced my visit.

The planned routes and ready information.

Ranger guided tours, self guided booklets,

The tours, Long House, badger House, Step House, Balcony House (the guides were excellent) the nightly talks at Morefield campground.

Balcony House, the ranger’s presentation.

The guided tour of Long House.

Guided tours, Balcony House, Long House.

The park was well run and well organized which meant that the visit was more enjoyable, ie ranger guided tour, Long House.

The park ranger, Bob, who did the guided tour of Long House.
The Long house tour.

walks to the various sites. Ranger led ones were particularly interesting.

The organization and presentation of this experience by the parks people and the personalities who made the rangers presentations.

Good system for accessing and recycling the booklets for each site at minimal cost to park and visitor.

Guided tour at Long House went a long way toward understanding an overall development of Mesa Verde. It provided an invaluable perspective for organizing all the individual pieces of information presented.

information of the past culture of the natives. Friendly employees and very informative guides.

ranger interpretation.

The information the park ranger provided on the history of the area.

Ranger led tours which provided very valuable information.

Ranger guided tour of Long House.

and ranger guided tours.

The ranger guided tours at Long House.

and the ranger explanation of the site.

The archaeological ruins are very interesting and info from guides was also interesting.

the self guides, bookstore

Balcony House tour guide, Art Authair's presentation and the ladders, tunnel etc. on that tour.

Our family enjoyed and will remember the tour of Balcony House the most.

Balcony House tour guide was full of information and funny too. I was a leader for a group of youth and they all wished we could have had longer to stay.

very nice people.

Interesting ranger talks.

Balcony House with ranger tour. His willingness to explore was a real learning experience. Good sense of humor too.

Don Ross, ranger, gave detailed instructions at Step House. Finger, toe holes gave us an idea of their abilities, smoke on top of alcove, Ranger friendly and informative. Helpful info. packets at start of each exhibit.

Professionalism of the park service staff.

the guided tour of Balcony House.

Also having a park ranger to describe things we would not otherwise notice.

Written brochures were very good. Although park personnel sometimes contradicted written material. It would be interesting to see some objects in the place they were found, pottery shards at Cliff Palace at site possibly.

I enjoyed the mystery and the energetic efforts of the interpreters to support and defend their theories. I have pressed rangers into further discussion of what happened here. I thank you for encouraging my children for their pursuit of understanding.

Cliff Palace. Self guided booklets were wonderful. We felt we were getting the benefit of a ranger led tour but at our own pace and for $.25 we could have a permanent reminder of what we saw.

ranger explanations,

as well as campground evening programs.

The guided tour of the Balcony House.

I liked the brochures at each self guided tour.

raptor campfire talk.

Rangers were knowledgeable and helpful.

Tour of Balcony House.

The rangers were polite.

The guide through Balcony House!

the guided tours by park rangers.

The guide booklets.
Talking with the rangers was the most interesting.
I enjoyed reading about the ruins that the park dept. made available at trailheads.

Balcony House—Outstanding, the ranger that conducted the tour was excellent.
I loved the tour through the Balcony House.

The Balcony House tour.
The ranger lead tour at Balcony House.
Knowledge of park rangers/staff.
Tour, it was informative, interesting
our three hour morning tour.

Architecture of the people before us and how they lived and work with nature and the surroundings.
Guided tours very informative,
The very good guided tours at Long House.
having good site information available to read at the sites.
the interested people; folks really do understand more about archaeology than the pros generally acknowledge.

Listening to the ranger’s explanations and pointing out petroglyphs and Navajo crosses.
The explanation of the cliff dwellers in relation to total time of life there. All personnel were very helpful. Program for kids 6-12. Self guided and ranger guided tours of step house and Long House and Badger House ideal.

the trip in to Balcony House with the ranger was great.
Guided tour to the Balcony House (ranger dick).
The rangers were very informative.

Ranger guide James and his knowledge he shared, we learned and enjoyed so much.

Positive aspects of learning and history:
history,
the lessons in this people’s history.
The mystery of the Anasazi Indians.
That I’ve got an impression how those people lived normal days.
the park’s history and sites.

Experiencing the ruins. It is amazing to think that the ruins still are intact after 1,000 years, yet today’s buildings can’t last 100 years. We should really learn a lot from our ancestors and their ways—sometimes technology isn’t always the best.

Personally I enjoyed the flight of imagination provoked by visiting the ruins and looking at the artifacts in the museum. All day I tried to picture the Anasazi as they might have been in their daily life.

interesting ruins history.

learning about the Anasazi and seeing their dwellings was fantastic.

I find the sophistication of the construction intriguing.

It was fascinating to see how this part of their culture evolved through time. It is also interesting to see how they compare to the dwellings in Manitou Springs.

I teach 4th grade in Utah and my main interest in my vacation was for me to gain knowledge for teaching. I was able to answer many questions and be part of the ruins.

The experience of going back in time to another culture and way of life was exciting for us as well as our out of state visitor (never traveled in the 4 corners area before).

Viewing the ruins, learning the life and conditions of the Anasazi. Appreciate the craftsmanship of the Anasazi.
to know and see how people lived back then.

Contemplation about how things used to be, the times of quiet and solitude and the

We loved learning about this unique civilization.
Comparison with other ruins visited.

It was really fascinating to see how the Anasazi lived.
The information about the Anasazi
Being able to compare with what I had read and heard to the real thing.

Spruce Tree House was the favorite of the group. It was a beautiful ruin in a beautiful area. Cliff Palace was very nice too. It was fun to get close and climbing down and up was great.

Being allowed into Cliff Palace and Balcony House.

seeing how people lived in ancient times.

Seeing how people lived many years ago.

The opportunity to see the type of civilization from that long ago and

contemplation of Cliff Palace.

On the first evening we wandered around in ultimate peace. It felt good to be connected to a previous time's culture.

learning about the Anasazi culture.

Learning about the geology of the mesa.

and the overall cultural experiences.

the history of the dwellings.

The scenery in relation to the primitive tribes finding and settling this area.

interesting history behind cliff dwellers.

Being able to envision life among the Anasazi in prehistoric times.

Opportunity to see the cultural remains and visualize the life lived by Anasazi.

seeing how the cliff dwellers lived.

The sense of cultural history in the 4 corners area is especially strong here.

visiting the ruins, seeing how people lived back then.

Getting to see first hand how people lived a thousand years ago.

learning about the many talents and resourcefulness of the Anasazi tribes and

An appreciation of the beauty, resourcefulness and creativity of the human spirit.

and the realization that a culture survived in this region and left visible traces in the ruins

and apparently to visit another culture hiding were fascinating.

heritage culture.

Knowing something about Indians history, the true Americans and to compare their habits with those in Europe or in other parts of the world.

The amount of history unfolded projects on to another place.

The history, how people lived in the past.

The history

Learning the culture of ancient people.

The sense of history, meanings that it was the genesis for a large diffused civilization.

Enjoying watching the grandchildren relate to the past.

They enjoyed working to earn their junior park ranger badge and discovered how ancient people lived in North America.

Being part of the spiritual feeling seeing nature and history together.

Looking at and learning about the cliff dwellings.

I enjoyed the craftsmanship, skill, tools cloths, instruments used by the Anasazi.Also the ability for them to live in the cliffs.

history,

The knowledge gained from the museum exhibits.

The ability of the Anasazi to build and transport all of the material that was used with no equipment. There reason for locating where they did.

Imagining a culture so different but so similar.

The developmental pieces of a poor and rural Indian tribe. The accelerated speed of the Anasazi in its last years. The sudden disappearance of the Anasazi and the reason for it.
We learned how early man/women survived. To see how they built their houses or structures and how they used the land for food and resources.

Interesting architectural structures, a “step back in time”. and learning about the Indians.

To appreciate the sophistication of construction. To understand the stages of development to decline and abandonment of the site. How past generations lived.

History and culture of the people. Finding out how the cliff dwellers lived and became more sophisticated in their way of life. Looking at all the dwelling and imagining how many more their must have been (or may be).

Learning about a culture and nature. the sense of history.

Walking the ruins and comparing them with Anasazi ruins at the Lake Powell. awesome historical importance.

From a personal point of view I felt this trip was very educational for my children. Not only did they get to see beautiful scenery but they also gained knowledge and appreciation for the Indians and their resourcefulness. It peaked their interest enough that they wanted to go to our local library and get more information on the Anasazi and other tribes. Visiting the ruins and building on information gathered at other Anasazi ruins (most notably Chaco Canyon).

Learning about the Anasazi culture. Very interesting to learn about the Anasazi Indians.

A chance to experience history in a beautiful setting along with some physical activity. Such interesting history.

The history and the actual ruins were wonderful.

Looking and hearing about the old ruins. To see how intelligent they was.

Sense of wonder, Why they did it, how they did it, wonder why they left.

We loved the ruins and learning about the Anasazi culture. Responses regarding positive aspects of partaking in various activities:

We learned the history. Then to actually go to the specific spots we had picked out with binoculars.

Trying to imagine people living in the dwellings and how they would get to some of them. great vistas for photography,

I was most impressed by the extensive network of dwellings. It really completed the experience by noticing other dwellings in the park that at first seemed to blend into the landscape. Hiking and scenery

It seemed like holy ground to be where people dwelt for so long.

Mesa Verde for me has been a different place of all I visited. It has been a great experience to compare the Anasazi culture with other ones I've studied like Mayas, Incas and Aztecs and Black feet. Walking the trails and

We liked looking into the past of the Indians. trip to where the buses leave for Weatherhill area and the several hours there.

We enjoyed taking pictures of the ruins at a distance where tourists couldn't go. walking on trails in the nature.

hiking, climbing,

Walking the trails and Being outdoors,

conquering my fear of heights walking along the edges of the cliffs.

Hikes,
and walking to sites.

The hike and the view of the ruins.

Some trails were fun and challenging.

Hiking and discovering ruins scattered along cliffs not included in guide books.

hikes to ruins,

A chance to experience history in a beautiful setting along with some physical activity.

Seeing and photographing cliff dwellings. Hike to see pictographs.

The hike on Petroglyph trail with my significant other.

being in the outdoors (as when walking to and from the ruins).

Hiking the trails

Hiking to petroglyph point and Spruce Tree canyon.

hiking with a purpose.

Spruce Canyon and particularly petroglyph trails which enabled us to get away from the overcrowding and take in the full atmosphere of how the canyons must have been in Anasazi times. Also to view wildlife not scared away by the populous particularly a coyote.

Hiking to ruins.

Positive aspects of crowding:

Calmer, less people than at other national parks,

Wasn't very crowded.

I enjoyed Balcony House because Don Ross was a great ranger and is limited to the numbers of people who went through at a time.

some quiet time.

lack of crowds.

quiet.

We were lucky and hit an uncrowded time. The special feeling we got while walking through to ruins sites would have been considerably diminished, I'm afraid, if we had faced lines and crowds.

Peace and quiet,

Miscellaneous Responses:

Admission price is very reasonable, makes it very accessible to everyone.

Pleasant trip.

We like it all.

Just a wonderful place to visit.

being able to see from road side.

Seeing improvements from a visit of 25 years ago!

This is my 4th visit and I always enjoy revisiting the ruins.

This was my 1st trip to Weatherhill Mesa and Balcony House.

Everything, it was great.

For some of us it was seeing it again and remembering parts of it.

Knowing that the research into the Anasazi was ongoing.

It wasn't necessary to have to step foot in the smaller dwellings that didn't have trails leading to them in order to appreciate them.

Everything

Positive aspects of opportunities for independence:

Ability to set your own pace and decide which things you'd like to see.

Slow pace to view area.

Taking my time.

To enjoy them at a leisurely, unstructured pace.

Positive aspects of a specific ruin or feature:

Spruce Tree house. Also petroglyph point trail.
Spruce Tree House. Walk down was easily accessible.

Spruce Tree house and the Cliff Palace moat.

Long House and Balcony House.

descent to Spruce Tree House;

(eespecially Spruce Tree House).

Spruce Tree House.

Toss up between Cliff Palace and Long House.

Our children enjoyed Balcony House!

Visit Cliff Palace and ruins loop.

Balcony House.

Cliff Palace,

We all enjoyed Balcony House the most!

The visit to Cliff Palace ruins.

the Cliff Palace and

Seeing the ruins of Cliff Palace.

Cliff Palace

Balcony House was the greatest.

Cliff Palace, Far View ruins, Long House.

the Cliff Palace,

and getting to see Spruce House and Cliff Palace again.

Cliff Palace and the scenic trail to the petroglyphs

My first sight of Cliff Palace! It was fantastic and worth the long drive from Ohio.

Cliff Palace and awesome views.

Cliff Palace and other ruins in the area.

Cliff House

Cliff Palace

Balcony House

The pueblo trail

Spruce Tree House.

Spruce Tree House was the favorite of the group. It was a beautiful ruin in a beautiful area. Cliff Palace was very nice too.

Balcony House

Visit Spruce Tree House.

especially impressed with Cliff Palace.

The Cliff Palace.

This trip, the best part was Wetherford (sic) Mesa. We had not toured it before and it was novel.

Visit to cliff house.

spruce tree house.

Spruce Tree house.

Cliff Palace

Visit to Long House.

Balcony House, Spruce Tree House, Long House,

Balcony House and Long House.

Cliff Palace,

Cliff Palace.

Cliff House, Balcony House, Step House.

Balcony House, Step and Cliff Palace,

Spruce Tree House,

The petroglyph trail hike.

Far view ruins.

Spruce Tree

Viewing Cliff Palace and

Cliff Palace

Balcony House and Spruce Tree House.

The Spruce Tree ruin.
Seeing the unique cliff dwellings at Spruce Tree House and Cliff Palace.

Spruce Tree House.

Seeing Spruce Tree House.

Cliff Palace and Spruce Tree.

Cliff Palace, Balcony House, Long House were fascinating.

We loved Balcony House the best.

Far View Ruin, Spruce Tree House.

Our favorite places were the Balcony House and the Sun Temple.

and the Spruce Tree site (all we had time for).

The ruins of the Cliff Palace.

Visit to all the cliff dwellings, ruins, impossible to choose favorite among Balcony House, Cliff Palace, Spruce Tree House, and Step House.

Concessions were very well done; no over charging here. Campgrounds very well done.

General responses regarding nature:

We really enjoyed the total park atmosphere. In no particular order; the smells, the deer, the peacefulness,

The serenity, the wildlife,

That there are still places in this country that have undisturbed wilderness.

The landscape, the silence,

The scenery coming from below to the ruins above. Also the isolation of the ruins.

Animals (deer),

To watch the ideal setting of these small communities.

We were amazed at the beauty of the area and the preservation of the ruins. It was grand. We would recommend it to anybody.

nature, hummingbirds at visitor center,

It is a beautiful place.

studying the vegetation on the mesa.

and nature.

Whole atmosphere,

being close to the wildlife.

The size and how large the area is.

seeing deer and skunks in camp,

wildlife.

and enjoying the atmosphere;

having deer eat out of your hand.

Landscape,

The plant life on the hike down to the ruins.

Nature,
camping area complete with wild animals (deer)

The thunderstorm and waterfall while we were in Balcony House.

the smell of the fresh air (it had just rained) and the pines and spruces.

Watching hummingbirds by the cafeteria.
Open feeling if the uninhabited country and

To see the eroded plateau, which from the road the mesa looks flat.

I most enjoyed the different types of terrain and mountains and scenery I had never seen before.
APPENDIX 12

GROUPED RESPONSES TO AN OPEN-ENDED QUESTION ASKING MESA VERDE VISITORS TO DESCRIBE ASPECTS OF THEIR VISIT THAT WERE DETRACTING OR DISPLEASING.

Note: 131 (30% of 442 respondents) said that their were no aspects of their visit that were displeasing.

Responses regarding negative aspects of climate or weather:

Bugs
Altitude
The heat.
I wish I had more time.
The burning sun.
Air pollution from power facilities and other sources.
It was very hot and dry that day.
Height
It rained and soaked us and this questionnaire.
The weather bothered me.
Not really, just need to be in better shape.
The heat and
It rained unexpectedly while we were away from the tent.
Heat, also
Altitude,
None, it rained while we visited so some trails were eliminated but that's OK.
The heights!
Heat!

Negative aspects of crowding:

Volume of people going through park.
Crowds. Unable to see Balcony House due to long wait. The crowding, no longer visit National Parks for solitude. The experience of the ruins would have been greatly
heightened had we been the only people there. However, the demand to see our national heritage is so great that access should not be significantly limited.

Too many people
The crowds in the vicinity of the Spruce Tree house and the museum.

Too many tourists
Balcony, not because it is not interesting but simply because there was so many people I didn't need to waste my time waiting over than 2 hours.

Too many people - our first visit during tourist season.
The crowds. We wish they would limit the number of visitors because of the negative impact on the park.

Too many people!
Too many car emissions. No shuttle service to cut down on # of cars. Not being able to see the history videos because there are too many visitors.

Too many people, unable to visit Balcony House and Cliff Palace.
We wait to see the painting at Cliff Palace. We waited over an hour to see the paintings and were disappointed at the product. Because of the long wait caused us to not be able to view other dwellings due to time constraints.

Long lines (but I guess this is to be expected in the high season).
The crowds at the museum and the Indian ruins.
I think there were too many people for the area,

Too many people, I know that can't be helped. I want to come back in the fall.
The crowds
Competing with so many people for parking and viewing.
We were not able to enjoy the park at our own leisure. To much people in the historic places.

Yes the crowds, not the fault of staff.

Yes, too many people.

Crowds

Too crowded,

Too many people!

The park was too crowded, 8/10 - 8/11 did not get to see everything.

Numbers of people present congested trails and other points of interest.

The park was very busy and a few of the ruins were not accessible to us because the were only open to groups and guides. The wait was so long we only saw the ruins that did not have guides.

The crowds, the traffic,

Crowds of August 9, 10, 11 and line waits.

We visited during the busiest week of the year which meant that crowds were a problem.

It was very crowded—but—proper planning (2 visits to Cliff Palace) gave us the experience we wanted.

Too many people.

Too many tourists. People were too slow climbing ladders.

Line waiting for Balcony House visit.

There were a lot of people and sometimes we had to wait in line to see a particular site.

Lines.

Crowds and lines up to the ranger led sites and Cliff Palace.

Some of the areas were very hard to get to because of the crowds and the need for tour guides.

Too many people sometimes. I need more solitude with this stuff... but I will come again at a different time of year.

Too many people

Lines at Balcony House.

Two hour line at Balcony House. 1 1/2 hour wait for tram ride.

Crowds

Park was too crowded, did not get to tour Balcony House.

Crowded

Too many people.

I would like it to be uncrowded but can hardly expect that in August. Considering all the people it wasn’t unpleasant.

and crowds.

Crowds at Cliff Palace.

Crowds

Too many people.

The crowds and but it is a very popular place.

Too many people,

Crammed museum.

Crowds

Too many people in Cliff Palace.

1.5 hour wait to visit Balcony House.

Camping spaces were very crowded—so we didn’t stay over night.

Somewhat crowded.

Too many people, but that is only a minor problem.

Crowds, walking superficial observation,

Too many people.

Not getting to see Balcony House due to too many tourists and not enough time to wait and take the tour.

Too many people, but I’m afraid there’s not much to do about that except birth control and coming in the off season.

Too many people standing in long lines (visited on 8/14)!
The park is crowded and some of the significance if the dwellings is lost in the chaos of the crowds.

It was fairly crowded at times. The biggest problem was slow moving lines of tourists climbing and descending to the ruins. Overall however, there were only a few places where crowds were really a problem.

It seemed busy and we wished that we had been able to do the trip at another time of the year when perhaps the park would be less crowded.

The crowds

I would like to have visited the Balcony House but was told there was an hour wait - not really viable on a limited vacation.

The crowds – I guess that can’t be avoided.

There were too many people in the museum at one time

It was crowded

A little crowded

The line to leave the Cliff Palace was long.

This is a very busy park.

The crowds,

Too much like Disney World on Saturday. Too many people to enjoy anything.

The excessive amount of people.

Too many people.

Responses regarding negative aspects of other drivers:

Cars stopping in the road.

Narrow road and people driving too fast.

Occasional impatience of other drivers, lack of adherence of speed limits.

Yes, the people who rode bicycles on the park roads caused some dangerous situations on curves.

The RVs create traffic jams and hassle.

Idiots who had to pass us in the road when we were already going a little over the speed limit.

Being one of 30 cars following a bus size RV into park who declined to use pull-outs. Traffic

Impatient drivers.

Responses regarding negative aspects of trails and ladders:

Climbing

The steep trails.

At 72 years old some trail were strenuous.

Don’t forget the baby boomers will be old soon and many of us will not be able to enjoy what I had experienced.

My wife felt pretty insecure with the method of exit from Balcony house.

walks were very strenuous.

Cliff Palace – exiting the ruins.

too much for one day - needed more time. Less walking would help.

Miscellaneous responses:

None, the place is great.

We like to tour the dwellings.

Not having more time to visit entire park.

Not enough time.

Concern about hantivirus, I don’t like driving the heights!

I don’t enjoy museums, I’d rather go to the exhibits than go to museums but my husband wanted to go to the museum first.

The fact that our government does not spend more money for restoration and preservation.

None, other than being 25 feet from a lightning strike which set a tree on fire.
Driving a motor home on the outside lane in mountains.

Campground was great.

Lack of time to get into the back country.

I didn’t have enough time to see everything.

Everything was fine, the only thing restricting our visit was the lack of time.

We were told that the incomes of the park were to be shared with the Ute Indians but they haven’t received a penny up to now.

Negative experiences regarding concessionnaire operated facilities:

The jerk at the hotel reception.

The food at the restaurant made us sick.

Souvenirs are over priced. I guess that’s to be expected though.

The time limit on the showers was not long enough. I would much rather pay $1.00 or $2.00 more for camping at the park than pay for a shower.

The depressing Anasazi music at the pancake breakfast. No vegetarian choice at the diner.

The smokers who lodged next door at FarView Lodge.

No diapers in the store!

The beds in FarView Lodge are awful, too soft.

The man checking us in at the FarView Lodge wasn’t playing with a full deck. Really had our reservations messed up.

Concessionaires prices too high.

It was tiring and the bus tour was tiring but very informative.

We felt that the food at the Lodge restaurant was poor quality.

Concession price gouging and now enforcement of quiet rules at campground.

Loud noise in campground. Expensive food and groceries. Expensive showers.

The restaurant near the museum seemed to be poorly stocked. They were out of several items by 4:00.

Unable to purchase personal care items ie toothpaste.

flies in FarView terrace dining area.

Price of food is high.

A reservation error by an employee at FarView Lodge was rudely handled by the general manager who felt we should pay for their mistake. However the problem was corrected by another staff member the next morning.

Animosity between area employees and national park service. It seemed that the staff members tried to vie for visitor dollars playing down NPS and promoting their tours and slide shows.

Prices of sweatshirt, too high! It was cooler than we expected. Food in lodge and terrace overpriced also. No competition—this should be ended!

Ute Tribe snack an gifts.

Thin walls at lodge. No phones or ice at lodge.

Yes, I worried about the disease that several people had died from and I was alarmed when the info wasn’t in our room about the mice. We went down to the restaurant at FarView and the back door was open to the kitchen. It put a damper on the stay.

Choice and quality of food in cafe abysmal, particularly for vegetarians or health conscious.

High food services prices.

Also the unpleasant young man selling hot dogs and soup at FarView Terrace at 2:00 am on Aug 15. However, the exceptionally polite and friendly young man selling fudge made up for him.

Negative aspects of Park facilities (not concessionnaire operated):

The need for more drinking fountains.

Nothing except there should be something to get people with disabilities down to the ruins. My wife could not go with me to some ruins (Cliff Palace, Balcony House).

Not enough places for drinking water.
I detest driving on high mountain roads. Actually most of the road was well paved and guarded but some places did not have guard rails!

Almost burned out the brakes on my rental car. Maybe you need a sign informing those of us not to use to driving in mountains to use lower gears.

It would be nice to rent a wheel chair for the elderly who get tired. Need to mark the loops or ruins that are easily accessible to the elderly.

No rails along road along outside edge.

Only the lack of guard rails or wall around the dwellings where small children, or other people, could fall off. But it would be difficult to preserve the park in the present condition if rails were added. If I had a choice I would not put in any rails.

Not enough parking.

Parking area need to be enlarged.

We were traveling with small children and it made us nervous when viewing the small kivas. We were afraid of someone falling in. We realize though that fencing the area off would spoil the visitor’s enjoyment of the site. Perhaps a warning of possible dangers would alert families to be cautious.

I took my 77 year old father on the Cliff Palace trail not knowing that he would have to climb ladders to get out. The trail should be better marked in this regard.

Road should not be next to the visitor center. Should be on other side of the parking lot avoiding unnecessary expense of tunnel etc.

Yes, there should be an extra viewpoint near the road then it should possible to make beautiful pictures from top of mountain.

Parking crowded, rushed through Cliff Palace.

Parking.

Practical problems: parking space, lack of.

Too many cars and commercial.

We were surprised how many people and vehicles were visiting—Almost impossible mid-day parking.

There isn’t enough parking at the museum. We didn’t stop because there was no place to park.

More water!!

No drinking fountain there.

Long drive to ruins.

The gift shop at Spruce Tree detract from the ambience.

The Ute reservation is an eye sore.

Not enough picnic tables if area was marked for that purpose.

Inadequate parking at some sites and museum.

More directional signs.

Would have liked more pull-outs, especially one to see the Cliff Palace. Could see a bus on the other side of the canyon but couldn’t locate the pull-out.

Limited access to Balcony House, 2 hr. wait.

Not enough parking spaces, had to park far away and walk back to ruins.

Trash

Parking

No exit out the back of the park.

not enough benches in the shade.

Long distances to drive from campgrounds to ruins.

There needs to be a visitor center at the entrance to the park.

Would have preferred if visitor center was closer to entrance.

Having to wait until 9:00 am until there sites were open, ie coping with the heat.

More guides may be needed during very busy times.

parking at sites was crowded.

Bad conditions of ranger housing. Lack of resources for research center.
Some of the parking areas were difficult to understand. That sounds dumb but it seemed like the main parking areas were farther away from the overflow parking. That we missed seeing Spruce Trees because the road went in a circle and there were no signs leaving Balcony House telling where to turn to Spruce Tree House.

Not enough parking so we were unable to go the museum. Parking was very far away.

Some areas should have had railings to prevent injuries to little children.

Scarcity of speed limit signs.

The handicapped parking were not as convenient for those who walk with braces. And although the paths to the ruins are handicap accessible I wouldn’t recommend it and the signs explaining difficulties should be published in brochures.

The parking

We have an RV and when we accidentally made a wrong turn at night we wound up in the tent camp site. We scraped our motorhome from the trees. A warning sign should be put at the beginning of camp sites that damage will occur if an RV enters. We could not see the trees at night.

not enough parking, too long a wait at Balcony House.

The parking,

On some items the rules of what you couldn’t do were a little strict like hiking to other parts of the park but we understand that not all people would respect the ruins.

I couldn’t distinguish the original ruins from the added sections.

Ground fire pits in campgrounds would be useful. Wood available too.

The certain paths that are not fully used, people go outside paths. The black marks on walls from people’s hands etc.

The back up at the exit from Cliff Palace and the need to climb ladders and long wait.

too touristic.

Parking.

Uneven, wobbly picnic tables in the campground.

The others would crowd into the lines because they were not well designed because of the terrain (especially Cliff Palace).

The closing of Wetherhill road at 4:30!

Yes, it was missing rain and the steps at the Balcony House were slick.

Need a day care center for babies, toddlers. Need an additional picnic area.

Guard rails were not provided on cliffs at the top of Spruce Tree House.

Better tent only campsites. Those already designated are very exposed compared to those allowed for RVs.

The tram ride to Badger House and Long House left me with the impression that I was at just another amusement park.

That some areas close at 4:30 and don’t open until 8:00 or later. Early and late lighting are important to photographers.

Roads without railings. Steepness of roads and sharpness of curves.

Road to Long House closed too early. Soda Canyon overlook was an inefficient use of time. View of Balcony is so small you barely see it (I would suggest that a picture be put in sign by road to let people know what they are going to see.

Not being able to go into ruins especially when the ranger was coming out. Especially in Spruce Tree we would have liked to go in further and didn’t actually have to enter the ruins.

How commercialized the gift shops, etc. seemed.

Parking, I can see the day when trams will carry people to the various sites while leaving their cars at a specific parking lot. This could also be true of other National Parks we have visited (ie Bryce).

Limited hours to visit sites. Location of visitor center and limited hours of operation.

Twenty minute wait to exit Cliff Palace. People seemed fearful of exit ladder. Perhaps another exit trail could
be built back down slope so people could walk rather than climb.

There should be some way of booking into some sites. Because of extensive waits we have not been able to see Balcony House (this is our second visit).

Hard to get out of the small loop with a vehicle over 25' in length.

No mileage signs at beginning of trails.

Not enough restrooms.

It was too guarded toward tourists.

Lack of guard rails on some trails (OK I'm an acrophobia wimp, sorry) otherwise everything about the park was run very, very well.

Having to wait so long for the tram to Badger House Community. We gave up in the end! For that!

Negative experiences while encountering other visitors:

I felt that the park rules were not enforced very well - as they should be to preserve a most remarkable place. I saw a lady with her dog on all the ruins and trails I went to. I saw a group of college students pulling up flowers and plants to throw at each other. People with small children who get tired and cranky. Older children who become bored and frustrated and began acting out behaviors such as spitting, rock throwing, disrespectful etc.

Some visitor's bad behavior in the ruins.

None, except disregard of the park by other visitors. Saw someone throw trash on the grounds instead of the cans.

Rude bikes (bicycle).

Parents yelling at children.

Plus I think people shouldn't be walking all over the ruins, they are probably deteriorating fast enough.

Crowds containing some thoughtless, inconsiderate people.

The rudeness and audacity of some of the visitors, this of course has nothing to do with the park.

People that touch when told not to.

While waiting in lines (more than once) having people (all ages) walk rudely in front of you an not willing to wait their turn.

The small children climbing on the ladders at Balcony House.

Too many people. Smokers.

Lack of consideration by other visitors.

Foolishness of some visitors. At Cliff Palace, man in front of me on ladder was carrying a 18 month old. He did not even have solid climbing type shoes himself. Two teenagers attempted to go around the ladders.

Other tourists rude and disrespectful, unorganized and crowding and cutting in line were problem. We felt rangers could have had better control of line organizing for the Balcony House such as numbers or chips on arrival. We felt ashamed of fellow americans.

People being thoughtless and rude. When my husband was photographing a particularly beautiful scene from a guard rail overlook a group of German speaking youths reach out with a shoe being cute but it was not so funny. General driving rudeness in an altogether gorgeous setting. The only flaw was human nature, that's bad and very sad.

Visitors bringing urban baggage with them (poor camping methods, trash, loud noise, leaving designated trails).

The lack of parent control of children and inconsiderate ways of some of the smokers.

The people who treat this place like an amusement park rather than a university laboratory (which is child friendly).

People not staying on designated trails.

Parents not controlling their children who would climb on ruins where they should not.

but mostly we are concerned about the people who (for what ever the reason) leave the trails and scramble around.

People leaving litter on the ground - example, a man dropped a cigarette butt in a kiva.

The disrespect for monument and surrounding flora and fauna (ie walking on walls and not keeping to paths). A natural problem you share with English heritage.
Responses regarding negative experiences due to limited access:

I wish there was some opportunity for backpacking camping but realize the difficulties.

I wished I could see more than what was in the pathway for tourists. Maybe a special guided tour where I could see or climb in more of the dwellings.

There was limited access to any other areas of the park. The point to petroglyph point was really enjoyable. Some of the many ruins on wetherhill mesa could be made accessible by hiking trail.

Too less hiking trails.

More hiking trail in other areas of park.

We felt like if we stepped off the trail we would be in deep trouble. Most of the park was very inaccessible.

The fact that we did not get to see more an ride through the park on horse back and get away from the crowds and view the wildlife in their natural habitat.

Could not walk to the Long House.

Responses regarding negative aspects of interpretation and park staff:

There could be given more detailed information about times of guided tours, how long they last etc.

Too much to see and too little time.

Unavailability of Cliff Palace tour in the morning.

I understand the need to limit the number of people going into Balcony House. Some tourists don't seem to understand the rules about waiting in line. Maybe the waiting area needs to be better monitored so those so those who are there first get in first. We had to wait two terms because of late comers bused in line toward the front.

It would be nice to label trees or plants.

There were too many people at Cliff Palace at one time. Could it be controlled?

We were not able to hike into Balcony House due to limited number—we went back twice and still did not see it.

Un-knowledgeable rangers! "Dumbed up" tours that talked down to me! Bad plan on interpretation tour at Balcony House.

I think the maps could be updated, more detailed, especially parking, distances, restrooms. They seemed to be too basic. There could be more information about each ruin, also.

No available materials at park entrance to plan an original, self-guided tour.

Guided tours went too rushed the wait was too long. Tour should be longer. We wanted more interesting and longer ranger show at campground.

Not being aware of the amount of things to see and do. We did not allow enough time to visit everything.

There didn't seem to be a book at the bookstore that would give an overview of the Anasazi, then history, and current speculations on their culture, reasons for leaving, the archaeological problem etc.

Where was the tree ring exhibit at Spruce Tree?

Didn't think things were well marked along the way.

Some of the more interesting museum exhibits that were on display on earlier visits were not on display this time. The original material is replaced by too much modern Anasazi stuff of little interest.

No info. on crowds, best way to schedule visit; ie lines for Balcony shorter late in the day etc. Why not offer advance tickets for tours rather than making huge groups wait for hours?

Would have appreciated visitor center sooner, as I really wasn't sure I was going in the right places. I noticed on my way out of the park, one will be placed just inside the park.

Not sure about the distance or where we went when traveling in the park needed more road signs.

Being told in advance that there were long lines.

Not knowing in advance that the roads were so steep. That the visitor center was so far from the entrance.

The program at night could have been more lively. But that's not anyone's fault.
We also had a great problem with skunks in the campground at night and could not get ranger's help.

None except that the ranger could not explain the trails clearly from the maps. They seemed to take it for granted that we should know.

Stopped to assess wait for Balcony House - 45 min. was too long to stand in line. Please develop a ticketing or list system so visitors are free to use wait time. We did not see the Balcony House.

I didn’t realize how long the drive would be from the highway to the ruins and the museum. I made a longer trip for reaching our final destination but it was worth it.

Yes, ranger at museum seemed unmotivated to take our children through museum because they were not working on junior ranger

A text panel within the museum stated that winters were not harsh. All other information suggests that they were. Extensive use of “man” and “mankind” throughout the museum. Why not use human and humankind?

The park person that directed the Balcony House tour seemed not to have much to share about the site. He seemed to have little background in Indian Cultures (ie the binding of babies heads similar to Mayans that a wider view would be interesting). Is there a map containing all 500 Cliff Dwellings? I would be interested. Also map showing all sites in Southwest US. Need more info on delays (re: Balcony House tour opening times) descriptions of sites.

Your interpretive signs need upgrading and be more informative and intelligent. Need some hands-on exhibits for children. Need a special tour for children 6-12 seeing ruins through their eyes. Foreign visitors seem to be lost. They need more brochures in other languages.

Yes, the overall quality of interpretive displays including wayside exhibits, museum displays, brochures, Jr. Ranger programs and concessioner tours (misinformation).

Ranger was burned out no doubt, on the many questions but everyone else was very pleasant and informative.

Thought maybe difficulty of Balcony House tour should have been stressed more. Standards for children should be set, perhaps by height.

The evening presentation at the campground was cancelled. Third visit to Mesa Verde, third cancellation.

The petroglyph trail is not as expected.

Felt that the park needed a good orientation film to acquaint visitors with Mesa Verde and tell the story of its history etc.

Before waiting in line there should have been a warning or information on how hard physically viewing Balcony House would be.

We felt rushed by the parks service tour of the Long House and Badger House. Photographer opportunities were curtailed and rushed.

The wetherhill tram, guided tours were slow, a necessary result of accommodating 40 people of varying physical abilities. Our guide was either misinforming people or I’m nuts: The Navajo built Betatikin? Pollen dating? A 20 year error range for tree ring dating?

No except we were told that we could not get tokens to hear a certain tour guide early in the day and then waited to find there were no more tokens for that time.

We wish we had known about the long drives out to the mesas before we had planned our trip back in June. We probably would have spent one night at Far View.
APPENDIX 13

UNSORTED, TRANSCRIBED RESPONSES TO AN OPEN-ENDED FORMAT QUESTION ASKING RESPONDENTS TO COMMENT ON ANYTHING ELSE THEY WOULD LIKE REGARDING THEIR VISIT TO MESA VERDE.

We took 3 hr. bus tour and enjoyed the trip and our driver, but would have appreciated catching the bus closer to entrance avoiding driving to the lodge.

It was a great experience for me and my family.

Keep it clean, you are doing a great job.

It was great. We'll be back.

Interesting area.

We had a very fun visit thanks.

We found the brochures at the beginning of the trails most helpful. I feel it gave a sense of being there in history for my grandchildren.

We really enjoyed our visit; no one was rushing us along! Have told our family and friends how nice it is.

The whole experience was very enjoyable and we are sure to come back to this area and see the things we missed on this trip.

Was very surprised that park was not more crowded. We had no trouble at all finding parking space at any ruin or museum. Never had to stand in line or wait a turn to see anything. Wondered if "mystery illness" of 4 corners area is impacting attendance. Good luck. I tried to write neatly but I'm in a moving car and my pencil doesn't have an eraser.

It was very impressive and educational.

The magic of Mesa Verde is best preserved in my opinion, by limiting the number of visitors. The less people, the more attractive the park is! See you soon!

The drive to and from beautiful scenery.

The park was very beautiful and well maintained. We heard good things about the park and ruins from locals and other travelers that encouraged us to visit.

Friendly informational personnel throughout the park. Self-guided books we purchased were extremely helpful. Prices for lunch at Spruce Tree were not excessive. We had a thoroughly informative day. Do everything you can to protect the ruins within the park.

My husband is disabled and was unable to walk down to Spruce Tree House or Cliff Palace. Handicapped access would have been welcome if it could be done without damaging the ruins.

I wish we had more time.

Please thank the managers in charge, they have done a wonderful job. We have had an enjoyable visit.

Being from the textile area of South Carolina I was particularly interested in mention of cotton as a crop product and in the weaving of fabrics and baskets. A history time line near the entrance to the museum would be helpful. Appreciated the helpfulness of the National Park guide at Far-View. Convenience at the comfort station in picnic area. Both the latter very clean. Very interested in visiting National Parks; belong to NPCA, Nature Conservancy, SC Natl. Wildlife Assn.

Awesome!!

It was very fine experience for me (I'm very well travelled in the USA) and for my wife and two sons (14 and 22) who are not well travelled. I would return to Mesa Verde for another visit.

I believe that the charges for park entry low for entertainment provided (especially senior gold card). Most of park concessions profit toward park expenses. I certainly hope the new director of parks, Kennedy, real success in his new appointment.

Wish we had more time to spend! Far View Lodge was over priced. Really had a nice time there.

It was great! Fabulous! (on and on) and may stop on my way back just for camping and trails. Thank you for making the trip through the park possible and wanting my personal insight.

This was our family's third visit to Mesa Verde and would like to come again sometime. We always enjoy it very much.
The restrooms were not clean and were too far away (especially for older people).

Beautiful, well kept park.

The park was very clean and we enjoyed our visit. The ruins were awesome - I would have liked to explore on my own, however I realize the need to preserve the park so others can enjoy it as well. The Balcony House was probably the most enjoyable because we got to experience the dwelling more than just walking past it. Thank you for a wonderful visit.

Very enjoyable. Nice to be able to camp on the grounds.

Our time was limited to just about 6 hours in one day. But it was enough for us to plan to come back either next year of the following year or the following for an extended stay (3-4 days) at FarView Inn. We really enjoyed Mesa Verde and want to come back and see the rest of the park and learn more about the Anasazi culture.

We were glad to see that camping was available. We would probably camp in Mesa Verde on a longer trip.

Having lamented the crowds in National Parks, it is only fair to add that the interesting people one meets in the parks (rangers, fellow visitors, and in this case the researcher from NAU) always add to the experience.

It was very enjoyable. I am planning on visiting another summer.

Update the guides in the trails. I did the petroglyph trail, seems a bit outdated.

We thoroughly enjoyed it. Took some pictures. I would like to return. I'm sure I would learn more because of the past summer experience. It was my first visit to that part of the country. Keep up the good work!

We enjoyed very minute, and will be returning again next year.

It was very rewarding, we are glad we visited.
It was very nice. I wish I had more time to do the petroglyph trail. I think the balance between easily accessible site for everyone (Spruce Tree House) and more out of the way places is good (Wetherhill Mesa). I think this diversity is important that way those that just want to see a little can, without being forced to go far out of the way. While this probably impacts some sites very heavily it relieves some of the others (Long House etc).

I was really impressed with the park.

Even though it was the height of the season it wasn't crowded. That was great!

This is not a fair survey for the information you want. Since the heights bothered me the answers are not very informative.

I think 50 people on the Balcony House tour was too many. You couldn't hear well and it was too crowded to take photos.

We return to Mesa Verde on a fairly regular basis both for ourselves and for the enrichment of others.

Have visited most of the ruins in the 4 corners.

It was certainly an important visit to contrast areas.

It was great

It was very inspirational, scenery breathtaking.

Very nice trip, the student from NAU was very nice.

This was our first visit and it made us want to come back. Thank You.

Very interesting and well worth the visit.

Keep it preserved for our future generations. You're doing a good job now.

Our children saved the literature for future school projects.

The roads were in perfect condition.

We very much enjoyed the roadside views.

Mesa Verde is a park of great significance. Everything possible must be done to preserve it and allow visitors. Too many visitors cause harm to park.

The kids got a little tired of looking at all the ruins but they survived. I enjoyed it very much.

I was very disappointed with my visit to the park this time. We got a poorly interpreted Balcony House tour. My group of teenage boys felt that their intelligence was insulted. Too many tourists spoil the sites.

Rangers were helpful. Jr ranger program was manageable.

I like the most the long trails because there you could be alone in the nature and really feel that this place may have been for the Indians. If you are at the ruins with thousands of tourists you can't feel anything anymore.
No it was just great.

I would have stayed longer if there had been less people.

I enjoyed the views.

We have visited before and plan to visit again.

It opened up a whole new area of study for me and I've continued to learn more about the Anasazi and the following peoples of this area.

It was most enjoyable. I do like to guide self or have areas of park (7).

It was far too short. You have wonderful museum.

We hope to return and camp there and have more time to experience the area. It is good to see ruins protected for future generations.

My family and I are glad the park exists and appreciate the effort to preserve the ruins and history of Anasazi.

Did not plan enough time.

I found the museum disappointing. There was much information but the presentation was poor and unimaginative. Too much reading necessary to fully appreciate the displays. Again, some kind of AV presentation should have been useful. Smells would create an atmosphere and enhance experience.

Enjoyed the panoramic views and the sign describing what we saw.

Enjoyed it very much. I think you take good care of the park itself.

Very enjoyable but will come off season next time.

I appreciate the problem of encouraging people to visit yet keeping the atmosphere respectable. And with all the problems of crowds I'm sure others such a s ourselves will take away some feeling for this park.

We enjoyed it but were bothered by signs of graffiti.

We came because we visited Walnut Canyon as part of a tour in 1992. This year we toured the rockies and included Mesa Verde because our interests had been aroused by Walnut Canyon.

I had a very good time.

Our group loved the ruins.

MV works as an experience because it is sufficiently isolated that the visitors can project themselves into the experience. It is the silence at the overlooks and the sense of isolation that makes MV a special experience.

We thank the people of the Dept. of the Interior and the national park service for all the work they put into Mesa Verde National Park.

Anasazi heritage center is a wonderful addition to area and deserves more recognition. We felt it was an excellent compliment to Mesa Verde. Jr Ranger program is outstanding. Gave them a focus and structure to view the sites.

My daughter and I enjoyed the Jr. Ranger program and I feel it helped her and myself to learn more about the nature of cliff dwellers.

Wished I had one more day, that my kids were a little older, and had as much interest and enthusiasm as I did. I'm sure Ill' come again. This was my 2nd visit, my first being in '66 at age 6. Many things I still remembered and I looked for.

Enjoyed visit. Good luck to grad student who gave me survey.

We enjoyed our visit and plan to come back and spend more time again next year.

Rangers were very helpful. Scenery was beautiful. Ruins were absolutely amazing. A great lesson in history. I just hope I can return some day and experience the entire park.

The park rangers were helpful, pleasant and well informed. We appreciated them very much! The walking trails were very well maintained. All together it was a most enjoyable day.

We'll be back, bring our children after we have them! The woman of the house has been to the park about 6 times.

More frequent trams would be helpful.

Our son was disappointed that the Jr ranger program didn't provide a patch. He had done programs at Sequoia which have patches (for some there is a small fee). He wasn't interested in doing the Mesa Verde program for the pin.

Enjoyed drive to Wetherill Mesa and displays there. Although we waited 3 hrs. for the Wetherill train tour we enjoyed it very much, partly because of the limited number of people.
I've been to Mesa Verde 4 times. A confederation of sites, Chaco, Hovenweep, Canyon De Chelly and so on, would make sense with a central visitor center off of I-40 near painted desert would be a good idea. Then limit access to the sites.

We were on our way to the Grand Canyon when we stopped here for a half day. We really enjoyed it especially the hike in the hall. We found the rangers knowledgeable and helpful. Some of the questions asked have been implemented or started anyway. Good luck!

Much bigger than I had expected. We were not prepared to stay long. Needed more and better advertisements in Coolidge AZ!

This is a wonderful, exploratory park. I loved it!

Had a great time. This is our 2nd visit.

On my visit to Long House I was really short of breath upon returning to the parking lot. I feel there needs to be a halfway point where people can stop and rest. Also have the guides slow down when returning to the parking lot. Otherwise the guides are very pleasant and informative.

The roads are kept in excellent condition, as are paths and all other facilities. Thank you for a wonderful day!

Really a wonderful experience. As impressive as any ancient civilizations I've visited including Egypt!

It was great we decided to stay three days in order to absorb the experience (and cope with crowds line ups and heat). The campground sites are too close for comfort.

All staff was friendly and helpful. Food at restaurants (except snack bar at Wetherill Mesa) very good, fairly priced.

Enjoyed walk up to point lookout and liked the campground layout.

Thank you for the nice weather.

I felt the facilities were excellent, throughout the entire park. Felt there could have been more written literature on the Anasazi people. We had constant breathtaking experiences! In general all park rangers were in good form.

Could be better organized, spent more than 3.5 hrs. waiting around.

Campgrounds look great. I'd like to come back and camp. We'd like more info. on Hovenweep. This was our 2nd visit to Mesa Verde. We are members of Arizona Archaeological society. This is such a unique area—a blend of ancient dwellings and spectacular scenery.

I want to return later and visit the area that I did not visit. I did not have time to visit Cliff Palace area.

It was the best part of the trip and we saw a lot.

Facilities are among the cleanest and most modern of all the National Parks we have visited.

Very professional, sincere and sensitive presentations. Well done makes the point of interrelatedness of all peoples clearly even to our little ones. The right balance of preservation.

My son did a project in 3rd grade on the Hopi and Anasazi which made the trip much more interesting. We enjoyed the trip very much and hope to return to see what we missed.

We were visiting friends in Denver and Aspen who recommended Mesa Verde. It was unplanned but we really enjoyed it. Planned to spend a few hours but stayed the whole day.

I noticed that there was almost no ethnic diversity among the visitors while I was visiting.

This was our second visit—the first was 34 years ago (1959). We enjoyed the park, the ruins and the facilities greatly. The park service is doing a fantastic job. Even the food was good.

Increase protection of the ruins themselves (eg stones marred by skin oil from touching). At wind cave we were well informed of the need for stone's protection from human touch. As we are descending from the mesa we are following a driver not using the turn-outs when appropriate. More effort to instruct novice mountain drivers.

Put the mummies and the skeletons back.

I like the menu selections at Far View Lodge. I would highly recommend MV for a 2 day stay.

The kids felt it was the highlight of our 10 day vacation in Colorado. I enjoyed the return visit. I was a t MV about 25 years ago when I was a teenager.

You're doing a great job. I honestly didn't expect to see what we saw. Enjoyed the ruins and the natural beauty. The most important thing to us is to keep the natural beauty and historic finds intact even if it means limitations on the
number of people. I want my grandchildren to experience what we experienced.

I would like to see more mention of God as the creator of this beautiful area.

I really enjoyed it.

We thoroughly enjoyed all the things we seen and read.

I am thrilled with the opportunity to visit the ancient dwellings of numerous historic people. I feel it is important to know how they lived, what their governing ways of life was, and why or how they died. I think that it was war between themselves, split offs from main groups, that brought them to their end.

I liked the native plant descriptions and that they are preserved (ie poison ivy) I wish the ruins were not partly reconstructed and left more like it was found. I did like them though.

Appreciated clean and tidy facilities.

More hiking trails needed. Build a replica of a cliff house and let people climb all over it.

We really enjoyed our visit to the park and plan to return again.

Have more Native Americans on staff. Better control on roads—we were almost (?) by speeding vehicles.

Should have been told to go to Balcony House first. We missed 6:00 pm tour by 5 minutes.

You need more than 1 day to see the park.

Traffic and congestion dictated part of our tour, doing things not in logical sequence.

It was a pleasure to conduct a survey for a NAU graduate student for I am a NAU alum.

The play on Denmark under Nazi Germany was vary well done and impacted our children.

Beautiful park. Interesting museum.

We really enjoyed our visit to Mesa Verde. A more extensive hiking trail system in the canyons is needed.

We would have seen more if the weather had been tolerable.

No except the view was spectacular.

Please preserve the ruins. Do not allow people to walk inside them. Most people seem to have little sense of history and the sacredness of the grounds.

I feel we have a superb National Parks system.

I thoroughly enjoyed my visit. I'd like to come back and stay longer.

Wish we would have had more than one day. It was very interesting and enlightening. Am glad I was born in this century.

The park personnel could use better communication skills. They could mingle discretely pointing out odds and ends instead of sitting saliently at one side. It would also be interesting to see models or drawings on site depicting what it was like when lived in. Also for kids, the fact that the Anasazi threw their garbage out the front made a typical dirty savages impression. A time line comparing concurrent European methods of sanitation would dispel notions of superiority. Also, burials in the garbage pile was another rumor rampant among tourists. A map showing overlays of overlapping cultural contact-trade routes between Indian cultures, that kind of information. Since a Ute Indian introduced a US calvary officer to the existence of the ruins why didn't it say 18th century Utes used the sites? Are there no traditional myths in pueblo Indian lore about the dwellings? Good luck on your study!

If it were possible to ski into the park I think it would be a fulfilling experience.

I came here as a child and never forgot the wonder of this special place. Now I'm sharing it with my children and learning much more than I guessed I could! This is an incredible treasure which must be shared appropriately and protected effectively!

Very enjoyable. The individual distributing surveys was very informative as to the usefulness of this information.

Would have like to have stayed longer but thunderstorms forced us out.

We would like to see more preservation and protection for the ruins. The beauty of nature should be protected and not destroyed by mankind.

The brochure information which we acquired before hand that suggested itineraries was very helpful and helped us get a feel for what we wanted to do.
One child has learned about the Anasazi and I wanted her to have some feel for the subject. Next trip will be longer.

Park has special resources that need TLC and fresh perspectives on how to manage and interpret.

It was fantastic. I would suggest more publicity for the park.

It was a nice visit but large crowds at museum and some of the ruins were a hassle.

Unfortunately our visit was hampered by bad weather and lack of time. We were not prepared for the amount of time it would take to visit each ruin and museum. We found the museum and park rangers helpful.

A new improved museum. My son was fascinated with the four big dioramas near the entrance but he was not interested in the static "old fashioned" cases in he rest of the museum. I thought I picked up inconsistencies between exhibits and things that rangers said.

Maybe some kind of guide for a school child approx. 9 years old on the dwellings. It was great.

I feel a great need for programs about the park and other Southwest cultural areas on PBS and cable TV. Perhaps 30 min. to 1 hr. shows 3-4 times a year. I was unaware of Mesa Verde until a couple of days before visiting. It was the highlight of our trip.

I got sick on the food at Far View Terrace. Overall I was very impressed and really enjoyed our stay.

We’re from Switzerland.

Very enjoyable

We all enjoyed it so much we will return and bring friends.

Arrangements at Far View Lodge for reservations is poor.

There is too much to see in one day. Museum had good stuff in it but displays were old fashioned.

The man who worked at the campground entrance was very nice. We liked the attitude of no speculation that the rangers had. We liked learning just the facts. Thanks for your interest.

Better marketing of some of the outlier walk through ruins would take pressure off Cliff Palace. Ladders add to experience but suggest stairs option. This would allow some to speed things up.

The rangers and managers were very nice and helpful.

The kids really enjoyed it.

We enjoyed it very much as a family.

Pleased with the quality of the restoration and the balance between access and preservation of the natural setting.

We plan to come back.

I grew up in CO and have visited MV since a child. Its a well run park and doesn’t feel crowded to me.

I plan to return some day when I have more time.

Audio tapes would be a good idea.

Consider shuttle buses from park entrance to ruins.

Yes, If we don’t discriminate why is ethnic group included in questions?

I thought things were well organized.

I enjoyed my stay and look forward to coming back in the future.

Very nice. The staff were great especially Min at Balcony House. The ruins seemed to be well protected for the most part, much better than at Bandelier. The self guided tour pamphlets were great. I envy people who get to work in National parks.

I enjoyed the visit very much.

The trip up the mesa was fantastic.

My family enjoyed our visit, even our teenager!

I think an accurate, life size replica as part of the new visitor center would be popular. Ability to climb ladders into actual rooms with utensils, tools etc. for a hands on experience would be great, especially for young learners. Kids are easily bored with written information. You should add a message about standing on walls too. I felt sorry for rangers who had to constantly remind people.

I wish my holiday would have allowed me more time at MV. All was superb.

We loved it and wished we had more time. Advertising motel facilities would help many.
The visit is definitely worth the complexity of travel to get to the park.

It is always a wonderful experience.

If the visitor center were at the entrance some people would stop there but not visit the ruins.

I enjoyed watching the hummingbird feeders at the lunch stand.

I was amazed at the Ute Indian culture (?) Shame it was destroyed, we need to revive that.

We were disappointed with the lack of trails system in the park.

Great park. Thanks for all the info.

Not enough chances to enjoy nature by hiking!

Explain more current status, Indians look like segregation in sealed off reserve, discrimination. This remains a puzzle to a non-american visitor.

More information about the Indians in the time between the Anasazi and today would be very interesting! But we enjoyed our visit very.

The visit to Mesa Verde has always been a great experience, we come here about every other year.

This is our third visit and thoroughly enjoyed the ruins and their presentation and appreciate the excellent friendly service given by the rangers. I feel that a total ban on smoking should be invoked within the park.

We thoroughly enjoyed our visit to Mesa Verde. Our 6 year old found the hiking and ranger information very interesting.

I hope the park service can keep Mesa Verde open to as many people as possible. The crowds were well behaved.

Outstanding. What an honor to be able to learn about this culture.

We thought it was fascinating. It wasn't too crowded. May be good to post a board at Badger Community that there is an over an hour wait for the tram.
APPENDIX 14

Other types of overnight sleeping accommodations used before and after visiting Wupatki. (n=423)

<table>
<thead>
<tr>
<th>Accommodations Used Before</th>
<th>Percent</th>
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<td>2</td>
</tr>
<tr>
<td>Bed and Breakfast</td>
<td>&lt;1</td>
<td>Bed and Breakfast</td>
<td>2</td>
</tr>
<tr>
<td>Rented Condo. or Cabin</td>
<td>3</td>
<td>Rented Condo. or Cabin</td>
<td>4</td>
</tr>
<tr>
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<td>&lt;1</td>
<td>University Dorm</td>
<td>&lt;1</td>
</tr>
<tr>
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<td>Hostel</td>
<td>1</td>
</tr>
<tr>
<td>N.P.S. Housing</td>
<td>&lt;1</td>
<td>N.P.S. Housing</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Sleeper Car on Train</td>
<td></td>
<td>Sleeper Car on Train</td>
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</tr>
<tr>
<td>I.H.S. Housing</td>
<td></td>
<td>I.H.S. Housing</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
APPENDIX 15

GROUPED RESPONSES TO AN OPEN-ENDED FORMAT QUESTION ASKING VISITORS TO LIST ANY REASONS, OTHER THAN THOSE PROVIDED IN A QUESTION LISTING POSSIBLE MOTIVES, FOR VISITING WUPATKI.

Responses that indicated that Wupatki was a convenient stop along the way:

We had left the Grand Canyon and were on our way to Sedona. AAA listing influenced us to stop at Wupatki.

Near Sunset Crater and Grand Canyon.

I had never heard of Wupatki but had made plans to visit Mesa Verde and Canyon de Chilly.

On the way to the Grand Canyon.

Saw a poster of the ruins which I bought and know I had to see because of how striking it was.

The opportunity of drive when en route Flagstaff to the Grand Canyon.

Part of bigger tour including Sunset Crater.

It was a nice sidetrip going from Page to Flagstaff.

Close proximity to my home.

Listed as scenic route on map. Road sign indicating "national monument".

On my way to Flagstaff.

It is close to other parks and therefore convenient (ie. Grand Canyon, Black Walnut Canyon, etc...).

A diversion from Flagstaff to Page.

It was near Sunset Crater, which I especially wanted to see.

Had a day to do something and this was close to Flagstaff. Needed to head back home that afternoon.

Wupatki is linked with Sunset Crater.

It was on route to the Grand Canyon, with Sunset Canyon, it made the route more interesting, an extra cultural profit.

Location convenient; meshed with our plans to visit Grand Canyon, Navajo Nat. Monument, etc. Interest in volcanos at Sunset Crater.

It's on the way between Grand Canyon and Petrified Forest.

It was situated close to Sunset Crater. Kids like to walk around and explore. Blowhole = educational for science.

Driving by came in for radiator water looked nice and it was!

It was close so why miss it!

Near the Sunset Crater—of geological interest.

Accessible from Flagstaff, to get exercise.

Responses indicating that they had heard about Wupatki from someone else:

My parents visited here about six years ago and thought it very interesting. Unfortunately, we did not have much time.

It was recommended to me.

Heard about this location from a Native Arizonan.

A friend had visited area and recommended it. Also, we enjoyed visiting cliff dwellings in New Mexico.

Had been to Walnut Canyon in morning.

Recommended by relative.

Flagstaff Visitors Bureau recommended it.

Suggestion of staff of Walnut Creek Nat. Monument (Park).

A friend recommended this trip. He said we would find it interesting.

Recommendation of friends.

Shelly—she said if I'd go with her, she would guarantee that I'd enjoy it tremendously.

Personal recommendation from a local resident.

A family member had suggested that we come here when she found out we were going to be in Sedona. (She had came here some years ago herself).
We were invited by relatives.

Recommended by other travelers.

Responses indicating that they had read about Wupatki and wanted to visit:

It was recommended in my Visit USA book.

Because it is listed in the passport book for national sites and we were interested in seeing it.


The recent reading of books by Tony Hillerman. Kindled my interest in SW archaeology.

I read about it in a very good reportage on an Italian magazine (specialized on trips, not the usual one).

I was the walk advertised in the Flagstaff Weekly.

Miscellaneous responses:

Not why we visited, but we enjoyed the quiet setting (in reference to p.)

Had time to spend.

Needed a restroom.

Geological history.

We have no children with us, but it would be very important historically if we did.

My husband and I enjoy exploring our country. We are unable to spend much time to ourselves and this trip gave us time to share meaningful experiences.

We is very close to Phoenix but I never took the opportunity to visit before now.

Visiting family.

To introduce my brother to the ancient native peoples.

I am working on a series of paintings utilizing petroglyphs and was hoping to photograph some.

I was working as a cook on a tour for a group of 11. Didn’t bother to look at the ruins because I just wanted to moment myself away from the group. (Read Tony Hillerman novel, The Dark Wind, instead.) Never got past the visitor’s center. I’ve seen lots of Southwest prehistoric Indian ruins (Mesa Verde, Canyon de Chelly, “River House” on San Juan River, Aztec, NM site) so I didn’t really feel the need to check out Wupatki. I thought I might check ‘em out but never got around to it, and then the group came back and we had to prepare lunch.

To compare different American landscapes and habits.

Something to do while visiting relatives in Flagstaff.

Responses that refer to return visits:

I had entered the park seven years ago and got as far as the Citadel and after visiting it, had to leave at night fall.

We feel compelled to visit; this was our second visit.

Responses that refer to an interest in learning as a motivator for visiting:

Intense interest in North American history of the west.

Interest in Native Americans and interest in seeing actual dwellings.

To let the high school students observe life as it was—Marine ROTC grays.

General interest in Native Americans.

To learn as much as possible about a people who lived with nature—without wasting, etc.

1. A terrific learning experience - after studying the history. Grandchildren ages 1 and 10. 2. To count our blessings.

Child’s interested in archaeology.

To use information and photographs in teaching about art and archaeology to elementary art classes (I have taught for 26 years and feel that our American Indian culture is not covered enough in regular textbooks).

Learn American history, how land and culture was developed and used by another “nation”.

I am interested in Indian culture. I’ve only seen Indians in movies. I wanted to know what the reality is. (Sorry if my English isn’t good I’m from Holland).
We are part Indian (Native American) but don't know what kind. I like all Indian info.

My husband and I enjoy history and seeing how people lived in the past.

Strong interest in history of ancient Indian cultures to better understand the way they live, Native American Indian enthusiast.

Interest in Native American history.

An interest in how early cultures lived and to get a feel of their environment—emotionally.

I would return to the Park because of the completely unique “feeling” and panorama at Wukoki Ruin.

Very interested in Native American Heritage.

Interest in anthropology esp. AZ–NM.

As foreigner, curious about other's history.

Being a German, I am very interested in the history of other cultures.

To exercise our knowledge—both of our interested in archaeology (even had several college courses in it).

A sense of history.

Our two children had become interested in the Junior Ranger programs offered at other sites and were enthusiastic about visiting this site.

Study ancient architecture (and organic design).

I have a general interest in architectural and history and wanted to see the ruins. And how they were built for myself because I do not necessarily adhere to the norm for their existence.

A different type of ruin not set among cliffs and mountains.

Responses that refer to visiting Sunset Crater as a motive for visiting:

This was our first visit west and we are fascinated by the scenery and stoped because a volcano/lava beds — another 1st for us.

Interest in seeing the Sunset Crater.

To see the Crater.

Interested in Sunset Crater and volcano - have visited Mt. St. Helens.

Responses that refer to a desire to grow on a spiritual or humanistic level:

Interest as to how others lived, created, appreciated the beauty of the earth and the need to preserve it. Travel helps us to appreciate the maker and creator of our beautiful earth. Jehovah.

My spouse is 1/8 Indian. She has always felt a “connection” with the land and nature, so we have visited many parks/areas in the U.S. and Canada.

To try and feel the people who lived here and what it was like.

To reconnect with the people whose literature I teach and enjoy.

Our feeling of comfort with the land and people (Native Americans) of the Southwest.

To help my kids grow and develop spiritually.

We were interested in learning about how the different tribes lived, their culture and their impact on our present civilization.

It's interesting to see that the indians had such houses before the “Americans”

Strong, intuitive desire to visit.

One can walk through many of the ruins and except for Wupatki Ruin itself, it is not crowded. Lomaki Ruin, with no one else around, was almost a religious experience.

Wupatki has a special feel about it. It's a very spiritual place—very calming, strong energy.

Reinforce spiritual relationship with nature and ancient forefathers; to strengthen sense of inner peace and understanding.

Responses that refer to a general desire to see ruins:

It's one of the best ruins I've seen.

To see the culture of AR.
A part of the SW heritage that we had not seen before - even though we have been retired for 25 years.

Something interesting to see.

We came to see the ruins, so that we could see where ancient people lived and how they built their houses.

Husband was very interested in seeing them.

Wanted to see how Native Americans lived and to show children part of culture of our country.

Not only to see how (a--but also to see physically where.

To see places that I knew only by movies or literature or comic strips (like "Tex Willer").

Have never visited N. Arizona, and wanted to see crater and ruin.

We like to visit historic and natural sites.

Responses that refer to a desire to show Wupatki to others:

Just showing a friend through above does not apply.

Show visitors from out-of-state the Natl. Monument.

I had visited once and I knew my five-year-old daughter would also enjoy Wupatki.

Family visitors from out of state.

Sunset Crater--Wupatki loops close proximity to Flagstaff makes for a fun and educational day trip with (out of town) company.

I have visited Wupatki before, my partner had not and I wanted to show her the ruins. They are particularly important (compared to other ruins) because of their proximity to Flagstaff, a possible place for us to move to.

I have visited here before and had a friend with me who had not.

Places like Wupatki give me an opportunity to show guests that Arizona has more to offer than just golf courses.

To let friends see what the park was like and how much smarter they were. Building still standing and paint doesn't peel off and etc.

Wanted to share with a friend from California who had never been.

Responses that refer to the fact that Wupatki is a National Monument as a motive for visiting:

To get a stamp in daughter's National Parks passport.

Working for the NPS we are trying to visit as many parks to learn the reason it is a National Park.

Desire to visit many national parks and monuments with kids.

To experience another of AZ great monuments and parks (e.g.,h,i,k,l - not the reasons we came but we certainly experienced them which enhanced our visit).

Attempting over a period of some years to visit all ruins sites in SW USA.
APPENDIX 16

LIST OF GROUPED RESPONSES TO AN OPEN-ENDED QUESTION ASKING VISITORS TO LIST ANY SERVICES OR FACILITIES THAT VISITORS WOULD LIKE TO SEE AT WUPATKI:

Note: twenty four percent of all respondents said that there were no services or facilities needed at Wupatki and 55 percent did not answer this question.

Responses that indicated that there is a need for more Native Americans at Wupatki:

A slightly greater presence of Native Americans.

Have actual Indian families portraying their ancestors in typical work. This would also help the unemployment problem.

Responses regarding interpretive aspects of Wupatki that are needed:

On site ranger for Q & As. Pottery in the exhibits.

Introduction

We came to the park to learn about the nature of Native American cultures but come away with little additional knowledge. If ranger activities were available it was not apparent.

Film on actual construction methods and design considerations.

Signs and explanations of each ruin overlook.

Film or slide show.

Demonstrations by natives of handicrafts (pottery, jewelry, carpet weaving).

A map of the park provided at the entrance.

Enjoy ranger talks.

An overview of what makes Wupatki unique.

Video maybe.

Interested rangers sharing knowledge because the one that had a chance to speak was bored!

Video

Better road signs or information would be very useful.

A simulated archaeological site showing methods used and providing hands on opportunity for kids to dig and find things.

Native speakers and exhibits, not jewelry sellers and the like but story tellers, daily traditional way of life of contemporary elders.

Not that I can think of.

More museum exhibits detailing Wupatki’s relationship (ethnologically and time wise) to other cultures of the Southwest.

I had many questions I would have liked to ask a knowledgeable person.

Ranger available to explain and answer questions and give talk.

Guided tours more frequent.

Demonstrations of actual things (games, weaving, cooking) that happened at the ruins.

I would have bought more post cards and booklets if they had been available. Luckily my photographs did turn out to be good enough to use for my education aids purposes. A complete poster, labeled would be great. Teachers are probably a good percentage of visitors to National Parks. We ask for extra pamphlets to cut up for bulletin board displays.

Length of trail information on brochures.

A ranger was available at Sunset Crater and added immensely to the stop there. The same would be great for Wupatki!

Plants and more labels.

Plant labels.

A map of all the ancient ruins relating to the ancient cultures in Colorado, Utah, New Mexico and Texas trade routes.

Someone who was prepared to tell us about the history if the Indians who lived there. Its always nice to know a little background information.

Brochures in German.
To have a guided tour.

No, with the exception of a guided tour.

Would have enjoyed a slide or movie presentation (about 10 min.) depicting the life of the tribal Indians or even a cultural presentation of some length.

Informative talks on Anasazi culture should be made ready available.

Multilingual signs particularly in Native American languages.

Information in German.

More rangers walking around to ask questions like at Montezuma's Castle.

A viable garden of Indian foods.

Sometimes on a human interest side, I wonder about rangers that work at such sites. As a tax payer I value these special people. If K-mart has employee of the month why not have ranger of the month? I think in a place isolated like this I wonder where they live? I think a sheet called a ranger profile showing picture and some bio. would be interesting.

Seeing a restructuring of some sites to get a full picture of how it was rather than in a destroyed mode. We can feel what the space really was.

Having the map brochures available at the north entrance when we come in rather than at the south entrance after we had finished.

A movie showing the lives of natives.

Jr. ranger programs should be made as interesting as possible. Attract children while they are young.

More on the ecological aspect of the desert.

A guide down to the ruins.

Hands on participation. Maybe let visitors do some of the activities that Indians did.

Film, guided tours.

Info. at north entrance.

More interpretive programs.

Ranger talk not necessary, film is fine substitute.

More identification of flora.

Regularly scheduled ranger talks, perhaps hourly.

The self guided booklets meant that if you didn't have a booklet there was no information about the ruins provided.


Discussion of local Indian cultures.

Documentary about the people and life then, comparing those to European development.

The park was great!

Information in stranger languages.

Pictures of the excavations taking place.

Demonstration of crafts etc.

More extensive signs at ruins and overlooks rather than guidebook of reference and personalized ranger tours.

Guided tour, walk or presentation.

More information on plants used.

Responses regarding park facilities that are needed:

Because of maintenance work we were unable to see some of the ruin.

Ability to buy bottled water.

A campground.

Showers!

A ramada over the picnic tables.

No gift shops.

More hiking trails would be nice.

Not enough shaded areas.

Snack bar available.

Access to backcountry and more remote ruins. This may be available but I didn't have time to explore.
Cold water in fountain at visitor center.

Food, the only reason that we didn’t see the last two ruins is that we were starved and had not bought any food. We know better though!

Cold juice and bottled water for sale.

National parks should be more handicap accessible.

A snack bar or more extensive gift shop would have been nice.

RV areas (overnight) would help in the north area.
Souvenirs for children which relate directly to the specific are visited. Such as a coloring book with pictures of each ruin or showing life at the time the ruins were occupied.

A place to buy film.

Water available at each location or signs at entrances telling people to bring water. We saw people who looked sunstroke, it was not a holiday!

Picnic areas with shade please.

Free camping in an area with no or minimal facilities. We were notable to see all we wanted on our first day so we drove to the national forest to camp then return the following day. I believe that a lot of travellers who want a spot to camp without paying a large amount of money we don’t use or want.

Please don’t put shady places near ruins as it would not be keeping with the rest of the environment.

There were no wash basins at the lavatory.

Cold water, shaded picnic area.

More restrooms and ruins.

Snack bar, more shade.

Hot food.

Snack bar would be nice. Very hot coffee and cake.

Responses that indicate a desire to keep Wupatki as it is:

Nothing, don’t glitz it up.

At Sunset Crater it was very difficult to get a view of the crater. I understand that the rim of the crater has been damaged by tourists but I feel that the more we can teach people about preservation as well as show them the results of natural processes the better off society will be. What I would like is an easy access path open to the top of the crater.

I liked the fact that you could start at Wupatki where we heard a ranger describe the meetings and tracing what may have gone on there and then move on to Lomaki and Citadel without any further awareness of modern development. No giftshops.

I think that so much services would destroy the atmosphere of nature.

Don’t over develop this park.

Responses pertaining to Sunset Crater:

The jr. ranger program not available at Sunset Crater. Kids enjoy doing this. Was it available at Wupatki?
APPENDIX 17

GROUPED RESPONSES TO AN OPEN-ENDED FORMAT QUESTION ASKING WUPATKI RESPONDENTS TO DESCRIBE ASPECTS OF THEIR VISIT THAT WERE PLEASING.

Responses that refer to general aspects of the ruins:

Note: "the ruins" was a response mention 38 times (9% of 423 responses) and "Wupatki ruin" occurred 13 times (3% of 423 responses), the occurrence of these responses have been deleted to save space.

1. The ruins contrasted to the desert.

The Indian ruins and

The dwelling itself.

The ruins itself is the best.

Amphitheater. Ball court.

The Wukoki Ruin.

The Wukoki Ruin and

the excavation,

Besides seeing the living areas. Seeing the ball court.

Also the ruins.

Amphitheater, ball court.

Seeing the ruins at an Indian reservation.

The Citadel. It should be excavated. There are obvious burned rooms.

and Indian culture.

Interesting "ball fields"

The Wukoki and Wupatki Ruin.

Ruins at the visitor center (Wupatki Ruin).

Ballroom.

The opportunity to see some of the dwellings of the Anasazi people.

Viewing the preserved dwellings.

The ruins. They were very interesting.

Visiting the Indian ruins and

Viewing all the ruins esp. Wukoki.

First time to see any ruins. Very impressive.

We really enjoyed the ruins –

The viewing of the ruins and

The incredible structure.

Wukoki Ruin.

Actual seeing the ruins.

The enormity of the ruins.

Wukoki Ruin and Wupatki Ruin

Wukoki Ruins,

the ball court.

The Anasazi's monuments.

Seeing the old types of dwellings.

Ball court.

Blowhole, amphitheater, ballcourt, ruins.

Viewing the site itself.

Responses refering to positive aspects of family interaction:

2. My daughter's wondrous reaction. She particularly loved letting our hats dance on the blowhole of the wind cave.

My husband and I had been to Wupatki a few years ago and wanted our son and grandsons to see how these amazing people lived so long ago.

Showing friends and family.

1. Close time with family.

Showing my friends the ruin.
Seeing some animals with daughter—4 years old (large lizard etc.).

Showing a relative a representative ruin and volcanic flow.

Third or fourth visit. Remembering how conditions were on previous visits and enjoying the ruins. Seeing how much my grand-daughter (7 years) enjoyed the ruins and the serious interest and many questions she had, also Wupatki. The pride she showed receiving the ranger badge.

Also, I accidentally found and photographed some small pot sherds at Citadel Ruin. I told my children the spirits of the Indians still inhabited them. We hid them under some of the rubble so they wouldn't be stolen.

The opportunity to show our kids the dwelling of a prehistoric culture.

I had my 10 year old son. Since he most enjoyed the blowhole, I did too. Had I been alone my visit would have lasted longer and I would have spent more time on interpretation.

Responses that pertain to positive aspects of interpretive material and park staff:

Good self-guided hikes (with booklets) through lava flow and ruins.

visitor center.

We visited the ruin and found the brochure very informative.

The Wupatki Ruin itself and the trial guide associated with it.

Very informative park rangers.

Hands-on “please touch” exhibits—our kids enjoyed these too.

The self guided tour gave lots of information about the construction and use of the ruins.

Friendly/helpful staff.

Rangers at Wupatki.

Info signs were great for quick history/geology lessons. 2. The ranger at the visitor center taking time to interest our son in the hands-on display.

The information plaques.

The ranger's explanations about the Indians at Wupatki.

ranger personnel,

The display and of course

Liked the tour guide books very informative.

Helpful guide booklet.

The small boards explaining the area along the trail.

The interpretation and demonstration of ancient Indian jewelry making.

the rangers demonstration of jewelry making especially the drilling.

The handbook (very expensive!) was a terrific tool that aided in my understanding and enjoyment of the ruins.

Information about the Indians and seeing how they built their homes.

I enjoyed the unobtrusiveness of the interpretative and other info. provided. There was the perfect amount of reading material on signs. You still felt you were focusing on the ruins themselves not reading your way through, but you were provided with the info. to make the experience meaningful.

1. The guide printed on the ruins trail. Instead of returning it to the box, I deposited my $.50. 2. The small museum.

well explained with some insight into the way the place functioned.

At Wupatki it was easy to follow trail book.

ranger explanation was quite informative.

Exhibits and information on the Anasazi.

Junior Ranger booklet.

Would have liked to see some activity or show featuring the Indian tribal culture (maybe 10 - 15 minutes long). It would add to the total experience.

Exhibits in Center.

Combination of geological information and architecture.
The trail guide book provided us with a good overview of the ruins.

The help from the rangers.

The cultural displays in the visitor center about the different cultures in the area was also enjoyable.

Visit with ranger at ruins/events in area.

The talk explaining how they lived, what they did and what they endured before other civilizations influenced their culture.

Friendly and informed personnel.

The museum illustrations and displays talking about the history of the area with the ranger (Richard!).

Friendly rangers

The self guided walk ways with guide book.

The Visitor Center museum and

The visitor center was educational and the ruins were wonderful-unbelievable!

The info. booklet was great. So was the re-use of it!

The interesting exhibits and all employees seemed friendly.

Museum was also very interesting.

and the info booklet really allowed me to envision what it was like when people lived there. Park rangers were very helpful.

The flora was identified and uses described.

That there was a Junior Ranger program available.

Annotated ruins and forest.

We enjoyed all of the presentation.

The self guided tours are very nice.

Descriptive notes explaining various points of park.

Visitor services, we felt, were very good. Nice selection of related books and such in the center, plus good information in the folder and from the rangers.

Ranger talk regarding Wupatki and viewing it.

The ranger walk.

Ruins and brief lecture by a ranger about the ruins.

Self-guided tour.

Good trial guide.

Explanations in the visitor center about this people.

The friendly park rangers, also the display of items which said please touch. The children especially enjoyed them.

The explanation displays.

Very informative, good guide book.

2. the historical info in the center.

More interpretation by the park would have made it more interesting for the younger visitors.

Responses regarding positive aspects of park facilities:

We also appreciated the numerous facilities (restroom, etc).

The preservation and upkeep.

The authentic nature and conditions. The visitors center was a big plus.

visitors center (museum),

Ruins in good shape, park kept up.

and the trails which we can walk to the ruins.

Visitor's center with artifacts.

The nice visitor centers.

Good trails.

The condition of the ruins. They seemed very cool.

Visitors Center.
Visitor Centers.

loop road,

Natural, not commercialized.
to see the ruins in such good shape.
The completeness of the ruins.

3. Cleanliness at center and throughout.

Nice visitor's center. Great displays and books. A large area to explore.
The soda machine.

To appreciate the care the park service is exercising in compatibility preserving and providing access that fits in so well with the environs.

Visitor center.
The peace and quietness and lack of piles of trash. A very clean park!

Well laid out,
The natural settings of the Wukoki Ruin and the ability to walk through and on it.
The excellent condition of the ruins and view.

Impressed with the high standard of care given to park. The trails were well done and the ruins were well presented.
The well preserved ruins of the Wupatki with the theater and ball court.

Area was large enough to get a feel of the place. Visitors are able to make their own way around at their own pace.

Not over loaded with information so you were able to let your imagination work.
The quantity of ruin and its condition.
The accommodations for the handicapped.
the reconstruction efforts. It was clean
I was surprised at how “intact” the dwelling was still in.
The great condition of the ruins

Very interesting and nice atmosphere.
The ability to see how they lived.
Well planned. Clearly marked, good roads,
We saw no signs of damage or destruction of the park.
Well kept,

Although we couldn’t do it (small children and limited time), I would most like the chance to see some of the ruins in the backcountry in solitude, with few other people around.

but the very good organization at the visitor center, too.

Being able to see such ancient ruins in a good state of repair when you take their age into account.

Secluded camping spot.

Visitor Center.

Good conditions of ruins.
The ruin reconstruction.
The fact it still is undeveloped and 'underdone' in restoration and no commercial projects are blighting the area in 1993.
The loop drive (No. entrance to So. entrance).
The preservation of the ruins as they were left by the natives.
well preserved, self-paced,

Responses pertaining to positive aspects of “the blowhole”:

Note: “the blowhole” occurs as a response 23 times (5% of 423 responses) and has been deleted from this list in order to save space.

My daughter's wondrous reaction. She particularly loved letting our hats dance on the blowhole of the wind cave.

Blowhole for children

The blowhole and the scientific explanation for it's working.

The blowhole, it's the only one I've ever seen.

Blowhole was "cool"!
The cool of the blowhole on my face and imagining what the Anasazi thought of it.

We also loved the blowhole. You could visualize a group of hot athletes cooling off after a game.

Also, the blowhole at Wupatki is fascinating!

The hole in the ground with the wind going through it was very interesting too.

The kids loved the blowhole.

Learning about the blowholes of the Wupatki area. I have a particular interest in myths, tales, beliefs, etc. about the wind.

Responses pertaining to positive aspects of learning and history:

Learning about the past.

Seeing the structures and trying to imagine how the people lived and what their lives were like.

The history.

To learn about the life and habits of Indians in former times.

Learning about ancient cultures.

Seeing Lomaki and Wukoki and seeing what interesting builders they were. (In the earth, not on it).

Sense of past and relationship of past to present.

Learning how the people lived.

The overwhelming calm of the area and the sense of spirit of those that lived in the homes we visited.

To let my fantasy and imagination run free.

Enjoyed the uniqueness of the structures in that the natural stone was incorporated into the buildings.

The history of some Indian culture.

The tribal engineering accomplishments of a rather primitive people, and their ability to survive in such harsh, forbidding elements.

learning about the people.

sense of history.

Seeing the ruins—admiring primitive skills.

Going in ruins at Wukoki. Got to see how much shorter the people must have been then due to doors, etc.

Looking. I enjoyed seeing sights of years gone by. It is interesting to see how primitive life was. I actually brings back the history studies and brings them to life. Make me think how the people lived off the land.

Meeting dis-placed souls in their homes.

Amazing architecture. Learning how every ruin site I've visited is in some way different from all the others.

and having my great interest in ancient man receiving more input.

I enjoyed imagining the village as it might have been in the 12th century.

Learning about the effects of volcanic activity. Comparing primitive dwellings to our own structures.

The feeling of age...long ago. The sense that a people lived here, with children - cooked, ate, cared for one another.

1. Study of ruins.

Being interested in buildings "architectural". I wanted to see for myself the construction methods and being an amateurs historian. I wanted to satisfy on my own thinking concerning the reasons for why, where, and when the structures were built as it compares with my personal studies.

Seeing how pueblo was built and feeling a part of history.

It is interesting to see the degree of population density which once occupied the region, even if I couldn't visit the site, off-roads.

Using our imagination to perceive an "older" culture. Making comparisons with life in England.

The indian ruins and learning how they lived as a community and how they shared the tasks of everyday living.

To find out how advanced and ingenious this other society was in a time in history when I thought people were primitive.

Learning how the Indians lived.
Learning about how Anasazi once lived.

#4. The fact they had a billfold. The Mayans had a billfold, also.

Picnic lunch.

Actually being where an ancient and mysterious civilization once thrived.

The contrast of the Wupatki ruins with the cliff dwellings at Mesa Verde.

The ruins themselves, their appearance, the mystery of who they were and all the unanswered questions.

Find it fascinating. Those people were very smart.

The ruins, beauty, and history.

How the houses were built, where they were built and the size.

The obvious structures built not by an uncivilized group of people, but the complexity and intelligence shown in construction techniques.

Seeing how an earlier people lived.

Opportunity to learn about people native to our country and how they lived.

The beauty of the concept.

To see the ruins from years ago and how the Indians lived.

Having the quiet time and space to contemplate living in such a place and to think about the people who lived there.

Being able to see the ingenuity of the people of past eras.

Extensive ruins employing outcropping as part of walls.

Incorporation of vistas in orientation of houses.

Extensive ruins. Slightly different culture than other ruins we've visited.

learning about our history.

I saw Sinagua ruins, having mostly visited Anasazi sites. I've done archaeological survey work and could recognize things after 3 years. My skills are still there, just dormant. It is exciting to see similarities and differences.

Recognizing the wealth of historical continuity.
The ruins themselves and the history behind them.

Learn how other cultures lived.

Beauty, intelligence of the Indians. The serenity I felt.

Gave me a better understanding of living conditions back then.

I enjoyed looking at the ruins and trying to imagine how the Indians lived 800 years ago.

Enjoyed thinking about what life was like back then.

Learning how people lived in the 1200's.

What my children got to see and learn about the land and its people.

Anasazi ruins and culture.

I love anything about the American Indians. I try to gain as much knowledge as possible.

Standing at the ruins and imagining life as it existed for those people.

Sense of history.

The historic significance.

The nature. i.e. landscape, sounds, and sights. Bearing in mind the history that occurred here quite some time ago.

Learning about the “Indian culture” and comparing it with especially European cultures.

Construction techniques.


I enjoyed seeing the Indian ruins and learning more about their culture.

The “feel” of the people. It was an emotional and evocative experience.

The sense of a great people who trod the earth knowing its sacredness—the sacredness of all life.

Seeing the ruins and gaining perspective on Native American life.

Positive aspects of scenery, nature and being in a quiet atmosphere:

The scenery.

The scenery was beautiful. Felt like we were getting to see a little bit of the Painted Desert.

Views

The combination of well preserved and accessible ruins in a beautiful and peaceful scenery.

The incredible panorama as far as the eye can see!

The view at the ruins. The view at the desert.

Spotting lizards!

Scenery of the drive.

The serenity that surrounds you as well as the beauty of the ruins and its surroundings.

The scenery.

N/A

The variety in the land. The snow capped mountains, the desolation from the eruption of the volcano and

The view,

Beauty of area in general.

Not so many tourists.

The scenery,

Views of desert and

The space and thinking how it would feel to live with this openness.

The landscape, there were some clouds at the sky and so it looked like a painted desert.

Environment, nature,

We enjoyed the silence


The scenery.
Wukoki Ruin surroundings—open, uncrowded, did some exploring in area surrounding these ruins.

Scenery.

Loved the scenery, the ever changing landscape.

The views.

And, of course, the spectacular views.

Volcanic soil, rocks, climate, desert topography, etc.

The volcanic evidence.


and a coyote.

Wonderful volcanic scenery in combination with the historic ruins. A nice variety of interesting things to experience.

Experienced the desert scenery and panoramic views.

Observing a mother and young pronghorn near Lomaki Ruin.

Magnificent location.

Scenery.

The beautiful view.

The scenery was beautiful.

Scenery.

View of Wupatki from 1. on guide.

The drive and scenery throughout.

Scenery.

The entire picture from above.

The scenery where the ruins are located to walk around.

Few people.

Nature, weather,

Enjoyed the view.

The beautiful position of the Wupatki ruins in the nature.

The serenity.

The solitude.

Vistas and location of buildings

Viewing the atmosphere.

and location of ruins with painted desert in background.

The quiet.

I also enjoyed the different surrounding established by the volcano (black earth).

The vistas were absolutely incredible,

View of painted desert.

to be away from crowds of people.

The atmosphere and landscape.

Sitting in the sun outside the Visitor's Center, reading my book, and enjoying the setting, the scenery.

We loved the Citadel it was so high—what a view!

Natural beauty.

Finding wildflowers along the paths.

The beautiful scenery. The quiet and peacefulness of the area.

Beautiful scenery.

Having the quiet time and space to contemplate living in such a place and to think about the people who lived there.

Visiting on own time and space.

The scenery.

The whole atmosphere.

We were nearly alone at Wupatki Ruins.

Being out of doors on a beautiful day and

Colors of nature.

Very few tourists.
surrounding vistas. (but Wukoki was less crowded so I liked it more).

Scenery of ruins and nature.

Its natural beauty.

The scenery, esp. the Painted Desert.

Scenery.

Natural.

A talk that a ranger gave. The lack of crowds. Peaceful setting.

The well maintained natural environment, easy atmosphere.

Quiet.

Enjoyed the flowers, the scenery and No crowds, surrounding terrain.

the vastness of a beautiful country.

not crowded.

Scenic beauty.

Quiet.

(Gilo monster on a rock).

The beauty of the ruins and landscape. A reminder of how well indigenous architecture fits into the existing environment.

The beautiful scenery.

Seeing the remains of a volcanos action and the ruins. Very pretty.

The plain beauty of the buildings. The integration into the landscape.

The setting,

Seeing such a contrast in scenery in a relatively short drive.

Sense of solitude at the site.

Not rushing.

Scenery and views.

The scenery.

Scenery.

Lomaki Ruins and the lack of crowds, particularly at Lomaki.

Natural beauty. Being able to explore alone and take my time enjoying it.

The nature. ie. landscape, sounds, and sights. Bearing in mind the history that occurred here quite some time ago.

Different scenery.

The views, the quietness.

No traffic.

We also enjoyed the beautiful ride through the national park.

The areas unique, natural beauty.

Beautiful scenery.

Also saw a fantastic snake at the Citadel Ruin.

The apparent desolation of this area, which is actually filled with all things beautiful. The stunning ruins against the background of the San Francisco Peaks and the desert. The power of volcanic activity, whose energy can still be felt. Etc. Its not over-run with people.

The serenity (no noticeable lumberjacks or fighter planes). The beautiful scenery, the extreme level of preservation.

The landscape and scenery.

Good people. Good weather. Tool-nice pictures. It wasn't over crowded, etc.

To be more of less alone in nature and ruins (wasn't that crowded that day).

Miscellaneous responses:

Not really impressed.

My imagination.
My wife's interest is not as great as mine and she is afraid of snakes. I saw a gopher snake about 5' length on the path to the Lomaki Ruin.

This is a second visit and it was just as moving as years ago.

Easily accessible on our road trip.

All.

Walk around the ruins.

All very interesting.

First Indian ruins we ever saw (We live in Israel).

All. It was very interesting.

The ruins were interesting however, other sites on our trip were more fascinating.

All of it.

Different to home.

Everything.

My third stay.

Responses that regarded positive aspects of independence and access:

Seeing/being able to walk through lava beds—and into ruins.

and the walks through the ruins.

The combination of well preserved and accessible ruins in a beautiful and peaceful scenery.

Being able to walk onto the ruins and see all up close.

Being able to walk so close to the ruins was very enjoyable.

To be up close and personal with history.

Accessibility.

Being able to walk into the ruins and around the area.

Being able to walk through and sit in the actual ruins. To be able to look through the windows and doors of the dwellings and get a feeling of the lives of the ancient residents.

Walking the ruins.

Accessibility!

Looking for pot sherds and actually seeing them.

Fascinating! I liked seeing a piece of the past left intact in the present.

The major ruins—especially the intimacy of the Lomaki ruins.

Being able to walk so close to the ruins, to get a "feel" of their lives (the people who lived back then).

Wandering about the ruins.

Being able to see ruins up close.

Being able to get so close to the ruins for photography!

Accessibility. Being able to walk inside and take pictures.

Being able to climb onto the ruins at Wukoki and see what the Anasazi's saw, how they build and imagine what it was like for them.

Being able to walk up to and into the ruins.

Able to be very close to ruins.

Being able to view the ruins closely—ie. no fence between trails and ruins.

Able to get close to the ruins.

Walking into the ruins.

I liked that you could get up close to them.

The natural settings of the Wukoki Ruin and the ability to walk through and on it.

Being able to go into the smaller ruins. Being able to feel and smell up close. Also, I loved the Citadel. The view was great—quiet and free. I sang out loud.

The close up look at the ruins.

The opportunity to walk past, see ruins up close on a user-friendly path.

We enjoyed walking through the ruins.

It's nice to actually get into the ruins.

Being able to see/feel the ruins and be closer to the structures. To walk where others walked 1000's of years ago.
as well as privilege of walking in and around the ruins. The close up view of the ruins. Going up into Wupatki. accessibility to ruins. The well preserved ruins and being able to walk through them. The way people made it possible to have an entrance to the ruins, like roads, signs, walking areas, etc. Being able to walk through the ruins and imagining what life was like for the people living there. Being able to walk right up to the ruins (and in some) was neat. I had never done anything like that before. Other ruins I have been to you have to view from afar (Montezuma’s Castle, Well, and Canyon de Chelly). The ability to walk among the ruins rather than just look at them.

Responses pertaining to positive aspects of Sunset Crater:

Note: “Sunset Crater” occurred 13 times (3% of 423 responses) and this response has been deleted from this list in order to save space.

Sunset Crater was the most enjoyable aspect although the other park was beautiful.

Volcano.

To see how large it was and also how it was constructed.

The lava flow nature trail.

Walk up to crater (can’t remember the name) next to Sunset.

The side where the volcano was. It was much more beautiful and except

Seriously, Sunset Crater.

All of it—thoroughly interesting and enlightening.

Hiking up Lenox Crater. It gave me a total sense of isolation while providing intimate contact with nature.

but the volcano and lava flow really fascinated them.

Enjoyed the mile hike.

The volcano and lava fields, because it was the first time we saw something like this.

See Sunset Crater and the surrounding area. I’ve never seen a volcano before.

The lava trail walk.

Sunset at Sunset Crater.

Responses that regarded positive aspects of engaging in activities:

the climb to the vista at Doney Crater.

Hiking.

Just doing something other than the ordinary everyday things.

The drive.

The weather and the great opportunities for filming video and taking photographs.

taking photographs.

1. The drive.

Leisurely stroll through Lomaki Ruins and Wupatki Ruins.

The walking trails through the Sunset Crater area and through the Wupatki ruins.

Sleeping under the full moon and, as with the last time I was here,

The discovery hike.

Hiking and being outdoors.
APPENDIX 18

GROUPED RESPONSES TO AN OPEN-ENDED QUESTION ASKING VISITORS TO DESCRIBE ASPECTS OF THEIR VISIT TO WUPATKI THAT WERE DETRACTING OR DISPLEASING.

Note: 200 (47% of 423 respondents) said that there were no aspects of their visit that were displeasing.

Responses pertaining to a perceived lack of a presence of Native Americans as a negative aspect of a respondent's visit:

Nothing—but how about a slightly greater presence of living Native Americans.

Indians? Where were they? Their stories, legends? More info, no what they did to survive but religious and stories of the past.

I feel the interpreters should be Indian or have more Indians working in the park, ones that have a feeling for their history.

Responses pertaining to negative aspects of Sunset Crater:

Couldn’t see Sunset Crater from my perspective. Don’t want to see Hawaiian volcano as alternative.

The Sunset Crater cannot be seen from above.

The rangers at Sunset Crater and lack of info there.

Sunset Crater walk a little disappointing—was expecting something more strenuous.

The Crater, no information trail! Markers told you nothing and poorly marked.

1. I thought Sunset Crater was a disappointment. 2. There was not enough of a write up in my travel book about the park, therefore I didn’t read up prior to arriving.

Not being able to visit the Crater. I understand why not.

Off road vehicle east of Crater.

A. Camping allowed at Sunset Crater but no dump facilities provided. I consider this to be environmentally irresponsible. A percentage of campers will dump grey water in park illegally and a lesser percentage will dump black water along roadside. Either a dump should be provided or do not allow camping.

Trail bike riders with no regard for the environment.

Motorbikes and 4 wheelers on Coconino N.F land created an auditory nuisance on Meteor Crater lookouts.

Sunset Crater was not what I expected at all. Too far to drive to see nothing.

No clear indication of the Crater itself.

Responses regarding negative aspects of interpretive material and park staff:

There is a need to come into the park and have an introduction as to area, what you will see—background info. There was alot of repetition as in Painted Desert park of site. We went to all site at first, then like the rest of the people, would drive up and look to see if it were worth stopping for.

Terrible displays, lack of information. Many of the displays are based written for a highly uneducated, ignorant crowd. Good for most perhaps, but for those of us with more curiosity and education a second optional, more in depth.

Points of interest weren’t marked clearly.

At the Wupatki ruins could have been those “explanation tables”. We found in the other places, so you wouldn’t need the booklet.

Like mostly national parks I’ve been to, I have been piecing together of the information we have seen. There seems to lots of facts and figures but little effort is made to fit this information into a bigger picture. From my knowledge of the indian people I know they are a nomadic people but at no time did it explain where these people came from and when they settled after they left the Wupatki area, or why they left the area.

Need more info. about animal life. I saw 3 different kinds of lizards and several bird species that I would have liked to identify. More info. about building technologies used by the Sinagua.

Lack of information.
General lack of useful information (historical/archaeological) in the general Sunset Crater–Wupatki brochure.

None. A guided tour would have been interesting, although leaflets were provided.

There needs to be more labels on the surroundings.

There needs to be labels on foliage. Don't know pinon and juniper trees.

The ranger was not as pleasant as those in other natl. parks.

Because we entered through the Sunset Crater Park, I felt a bit uncertain as to what Wupatki was and how to enjoy it.

I wanted to see a little more on how the ruins were excavated. Were these ruins all covered up? Was a lot of stuff found inside?

We would have enjoyed it if there was a German guide to the Sunset Crater trail and Wupatki Ruin trail.

The guide booklet (not enough details).

More information should be available.

I wish the museum was more extensive.

Unreadable or missing numbered info. signs.

Can't think of anything.


It bothered me that the exhibits at the visitor center depicted the Indians as wearing little or no clothes. Not sure the archaeological findings support this view. In fact, the evidence of weaving and jewelry suggest more to me that they did have clothing. Seams to me that they needed protecting from the sun, cold, and wind.

 Didn't learn as much as I thought I would about the people. ie: life expectancy, child rearing practices, legends of the people, rituals. (Didn't buy a self-guided pamphlet). Also, someone had a flat on the road. I drove back to the visitor center for a ranger. They were upset to have been bothered.

Little interpretation programs (like walks or movies). Needs better advertising. Route may needs clearer details of what to expect to look for.

How long will these ruins last?

No on site descriptions of ruins. Guidebook necessary to discern use of particular areas.

Responses pertaining to negative aspects of park facilities:

The reconstruction of walkway so we could not walk down to the dwellings. But of course we realize these are things that have to be done.

Seeing cement mixers being used in and around the ruins.

Inaccessibility to people in wheelchairs (inlines are very difficult).

The restrooms at Sunset Crater, the womens room, had only 2 toilets with far too much space for handicaps. The handicap was locked and the only other would not flush right.

Large flies—but what can you do?

Part of the site was under construction. I understand this is necessary, but never the less disappointing.

The construction.

We could not see the Wupatki building closely from the front due to reconstruction works.

The construction at the Wupatki Ruins made photography difficult.

At the Wupatki Ruins, they were building a walkway and left the equipment all over. What an eye sore.

A section of the trail was closed at the Wupatki Ruin.

Not being able to see all of the Wupatki ruin because of trail closures.

The construction of or repair of walk way. I know its only temporary.

Cement mixer in the way. Couldn't go inside ruins.

Having a 77 year old mother with me. She was unable to walk to the blowhole.

Since the trail at Wupatki ruin was being worked on when we were there. We didn't get to see the whole ruin.


The ruins near the visitors center were not accessible.
No, although it would be wonderful to walk inside the ruins.

Only that some trails were closed for repair. Seems work could be completed off-season. Stone or brick walk would be more natural than asphalt.

The things in the park that bother me most are the modern walkways that are so close to the ruins that they take away from overall aspect of the ruins. The approach to Wukoki is much better.

Not much water or shade in the area.

Not able to get close enough to the ruins.

Portion closed for construction but no one working. This was a week day visit.

The new trails!

Haphazard placement of hose to construction area at Wupatki.

The amount of paved trails and areas that were very modern, I also found it bothering that the visitor center was built right in front of the ruins.

The heat and lack of shaded picnic areas.

The walkway (stairs) didn’t have a handrail.

No shade to hide from sun.

Could not access some of the ruins because of construction of sidewalk.

Also, I suppose it would have been even nicer to be able to enter more of the rooms.

That some of the trails were closed due to construction.

Not enough shaded area/rest areas/benches.

Construction equipment and pipes (or hoses).

Yes. I enjoyed very much the open-ness of the ruins, but because of that we had a very difficult time keeping our 6 year off of them. Don’t know what the solution could be.

Only the construction going on—but that is a necessary thing.

Not enough artifacts to see though extensive excavation has been done to the ruins, and also that the ruins were somewhat destroyed during excavation.

High fee.

Not being able to climb all over the ruins. I understand why this is not an option, but still, the urge was strong!

I am not handicapped but I always keep an eye on accessibility for those that are. Some of the ruins had paths to them that could not be traversed in a wheelchair (all things considered – without compromising ruins).

My sister could not travel down to the bell park area - difficulty walking—perhaps a golf cart could be available at a slight fee or free.

Trail maintenance at Wupatki good in some areas poor in others. No walking access to amphitheater.

Course (road) is too long.

Not being able to credit visit to walnut canyon, earlier today at gate, toward pass for all national parks.

Trail repairs confused us.

The trails weren't complete. Many people ignored signs and climbed on walls. Should have someone stationed to watch (sad as that is).

Nothing really bothered us.

Working on walkway.

Metal railings, walkways and the like. Too bad they are necessary.

Workers had main trail closed to dwelling “closed’’. Other than just detour around.

When I was there a main part was closed for repairs.

Workers had walkway torn up and couldn’t go down into the ruins.

Can’t think of anything that bothered me.

It was quite a long drive through. 45 mph seemed to be asking alot.

The Wupatki amphitheater had lots of pottery sherds and possible implement making residue that are so obvious (in places of walking). Wouldn’t it be better to pick those up and catalog them than have them ground beneath tourists feet? Or did the heavy rain of the preceding days just unearth them anew?

There was not much to see.
I realize its necessary but the repairing of the walkway and our having to retrace our steps was a bother.

Only that there was was probably unavoidable construction on walkways.

Yes, I don’t think it is necessary to have asphalt to walk on so some people have to wear hiking shoes.

Absence of water.

The construction.

Cigarette butts on the ground.

The fact that some ruins in the park have restricted access (due to vandalism problems). On the other hand, I understand that back country permits are available on a limited basis.

Perhaps you could have more seats at the visitor center so we could set down and ruminate about the significance of the site.

Restroom not kept up.

Intrusion of signs, paved paths, handrails although essential would be nicest if kept to a minimum.

The drive from Wupatki to Sunset Crater was very isolated. We were too women traveling alone. Had we experienced car trouble it would have been a long (and potentially dangerous) walk to either ranger station. Perhaps emergency phone boxes, along the route would be beneficial.

People should be kept away as much as possible from the ruins.

I felt the parks limited facilities could not comfortably handle the number of visitors in the park on the day of our visit.

The road at the north entrance was rough a little.

It was hard to tell what was original and what was reconstructed.

Responses regarding undesirable behavior of other visitors:

People littering.

There were other tourists climbing on the walls and we told them not to.

The race (speed) of the visitors. Pure turmoil.

People confusing the ruins of an ancient civilization with some kind of spiritual New Age locus.

I would have preferred to have been there when there wasn’t a huge bus tour.

Too many people (?)

The other tourists who would not have courtesy to stay out of my photos even though they knew I was waiting for a clear view.

Seemingly lack of respect for the ruins (esp Wukoki) by some visitors.

Some littering.

Loud mouthed tourists.

A man obviously combing the ground, with his kids, for pottery remains at Wukoki. I confronted him but he denied it.

Kids were not behaving in my opinion.

Young people not respecting the fragility of the ruins.

The two obnoxious and insensitive broads from Nevada, yelling at others in their group.

Miscellaneous responses:

The people who once lived in the area were virtually rounded up and placed on reservations and now are no more.

Barren land...Remoteness (I was tired and hot—maybe if I saw this 1st thing in the morning, I would have not been bothered by this).

I should have taken water with me.

Windy.

Snakes.

That my wife is afraid of snakes.
The wind.

Gale-force winds.

Wupatki/Sunset Crater was the 4th monument I had been to in less than 24 hours. I was starting to long for getting to the Grand Canyon where I would spend the next 3 days.

The high temperature and the wind.

The heat.

No. Unless you count the fact that Arizona is not on daylight savings time and it gets dark too early.

That I didn't take the time to visit Wukoki, Lomaki, and the Citadel, even if only for five minutes.

Not being able to stay longer.

No. I was there on a very quiet day. No crowds. That would be the only thing that would really bother me.

Yes. It appears our national park service cannot or will not support American business. Post cards and souvenirs stamped "made in Japan". Leave a national park and these items can be found made in Arizona, Utah, California. What a shame.

That there were so few people took advantage of the park.

The heat.

That the grasslands had been virtually wiped out by farmers.

The heat.

The only thing that bothered me was the heat, but, of course, the park has no control over that.

The desolation of where the Indians lived. No tree's and so bare.

The weather. Too hot. You can't do anything about that.
APPENDIX 19

Unsorted, transcribed responses to an open-ended format question asking respondents to comment on anything else they would like regarding their visit to Wupatki.

As a ranger I like to visit parks as I travel and this is one of my favorite. It is quickly accessible yet off the main tourist track.

Arizona people are friendly and helpful.

I appreciate the great difficulty in budget crises however I think the NPS need to address some displays to a more sophisticated audience. Even a few ranger lead talks at certain times would be great. The park is interesting and has great potential. I overheard other visitors desiring more explanations and info. Good luck.

No

It was an enjoyable visit.

The children really enjoyed it. They were also interested in the wildlife of the area.

The visitor information center was excellent in its exhibits of the history of the ruins.

Had our two small dogs with us (we always do). Traveled in our tow car. Roads were great!

Very educational and enjoyable.

We enjoyed it tremendously! We planned a brief drive through on our way to the Grand Canyon. Ended up staying several hours.

The group I travelled with are all visitors from Europe, mostly Germany in the age range from 25-69. All were very eager and interested to see the ruins and most had read something about them already.

Courtesy and willingness to answer questions by park personnel. Maintenance of the park.

Enjoyed visit to park.

Keep on searching for details about the ruins and the every day life of the people who lived here. We would like more info; what were the rooms used for, did all have families living in peace together, where did they go to?

I wish had more time but we had been to meteor crater before hand. Unfortunately we were rather tired and hot and therefore did not see everything.

Our visit was excellent. The information at the visitor center and the opportunity to look around at our own pace was most important.

We are very impressed especially about the parks.

Rangers were most helpful and courteous on our trip of several national parks.

Very Interesting.

A book about the people who lived in the ruins would be nice.

We thoroughly enjoyed our day trip into the park. It was the nicest get away day we've had in a long time. Thank You.

Very nice.

We enjoyed everything we saw. I never realized how many places there are in the US that have active volcanoes.

I would be happy to return!

It was educational and beautiful. The whole family enjoyed it.

I was glad to see stairs being put in. I would like to see the ruins restored and used as a living museum. I was impressed with the garden planting of the food used during that time period.

We enjoyed it very much.

I think in this day and age it is important to put this civilization in broader perspective. Comparative time, lives and architecture would be helpful. Also the historic perspective alone is not adequate. It would be appropriate to include any literary, poetic, artistic response to the ruins by white men over the years as well as articulating the goals of the NPS in the area.
Very interesting, clean well kept.

Our tour of Mesa Verde finally answered many questions that arose during our tour of Wupatki ruins. I would consider changing the tour from self guided to guided. A knowledgeable park ranger can give much more information to the public. From what I saw most people only cordially looked at the pamphlets.

We enjoyed our visit.

We decided to visit on the spur of the moment while traveling to the North Rim saw it on a road map and a AAA guide.

Interested enough to plan another trip in the future to see another tribal cultural area, eg. De Chelly, Mesa Verde.

Very friendly people, nice place.

I think that the park and ruins are in good hands in care of the park service. The park ruins and wildlife must be preserved. Enjoyed my visit!

The person who gave me this survey was very helpful in providing information.

Wupatki was a wonderful surprise to us, one of the unplanned things that makes a vacation memorable. The ruins the scenery combine for a very unique and inspirational experience.

I really enjoyed myself. I suppose I would have stayed longer if I had more than one day to spend.

My camera broke. The Milky Way from the candy machine was good. Some nice looks, nice rangers.

Our 2nd trip, enjoyed it this time as much as last time 5 yrs. ago.

We are on a 3 week vacation by motorcycle. Wupatki was not planned but did plan to spend several days looking at Indian ruins. It was the highlight of our trip. We plan to come back and spend more time.

I noticed that excavation is not complete. I hope it will be completed. I would like to see some of the artifacts maybe left in situ. I think something ought to be shown about archaeology and its methods.

I found the tour of sunset crater to be of more interest to me personally than the visit to the Indian ruins.

I enjoyed the stay very much because it is always very interesting to visit the national parks.

No, other than everything was clean and neat with information easily accessible.

Will probably come again perhaps to camp.

A very enjoyable and interesting and educational experience. The people at the visitor center were very pleasant and informative. We appreciate and will use the handout material.

I enjoyed talking to the graduate student doing the survey. Good luck.

Question 20 does not make allowance for foreign visitors who do not understand this race/ethnic stuff. I’m struck by the bias of American archaeologists who have made up their mind as to what the various structures are. Not enough open mindedness. Why can’t the amphitheater be a combat arena to settle disagreements between persons, clans etc.

Why was there no entrance fee at the north?

On a family holiday from the U.K. Whilst visiting the Grand Canyon came to Sunset crater and Wupatki ruins as interesting areas to visit while en route from Flagstaff to Grand Canyon.

Enjoyed everything I saw never realized there was so much to see in Arizona.

Since my last visit, 3 years ago, there seems to have been some restoration. Compared to other ruins we have visited, its beginning to look “too perfect” (like its just been built, rather than a ruin).

No. Thank you!

We enjoyed the area because it isn’t over run with tourists. We expect to be back to explore the whole area.

I am especially fond of this drive around Wupatki. I’m fascinated by the lava flows and never tire of seeing them or the ruins and the land and views beyond the ruins. I have been coming here since 1971 - all these sights were free then. I don’t object to the $4 entry now but please don’t put it up to $10 like the Grand Canyon. I feel that would be prohibitive to ordinary Americans (people) for whom these sights and experiences are really their heritage and should be accessible to all.
Coming into the south entrance was like a "discovery" drive, each marker we read enticed us to explore and go further into the park. Upon reaching the visitor center I was very happy to have the booklet available to "pull together" all the information I had read on the markers. My mother (72) and I (47) especially enjoyed the foliage markers. Being from PA, we were very interested in the different type of flora and took a lot of photographs. Reading the markers was great! We wish you would have had "mormon tea" available to buy and try.

Very interesting and informative.

I had a good time. Thanks! This was filled out by a 15 year old daughter of Bob Hansen while he was driving and he told me what to write.

No. But good luck. A guided tour of the Sunset Crater would have heightened my enjoyment of that area too.

The explanatory boards are very useful for understanding what I can see. It was a good thing to have the opportunity to study the ruins from very close.

Beautiful, well preserved. This is my second trip and I hope to stop again.

Wupatki, was visited in passing – not our major attraction on our trip. We have a fleeting interest in Indian culture/artifacts.

I enjoyed it. I’m glad that my visit will be posted in the pages of my memories.

Most interesting and we appreciated the thoroughness of the ranger’s answers to our questions.

Very educational.

Had our small dog with us. Felt limited to amount of time spent there. Would have preferred to have been able to take him with us–either on leash or carry him.

The adults enjoyed the “educational” opportunities. The kids just thought it was an interesting place. The adults decided a return trip when the youngster are older would be beneficial.

My friend and I enjoyed the scenery and the ruins. We were glad juice machines were available. The temperature was very hot. We drank a lot. Having liquids available is important in that climate.

I will come back again some time.

If you would have put this (the race question) first in your survey I would not have gone any further! Stop putting American into groups, we are Americans!

Glad I came!

No.

Thanks for a most pleasant trip. We will be back!

I found the print material available in the visitor center attractive, informative, and reasonably priced.

Very enjoyable!

In Holland we learn a lot about other cultures all over the world. We also learn a lot about America (USA). How people from Europe went here and built a new world out of nothing. What we’ve learned little about is the people who were already living here, the Indians. We are traveling around in several states to see what it is really like. Wupatki was one of the places. Me and my friend liked it very much.

The park rangers were very nice to us and made a point to speak to my children. They really enjoyed that.

Self guided signs are very good and could be extended.

I would like to know what part of the ruins (not only Wupatki) are reconstructed and what ruins are original.

Very clean restrooms. Important when traveling with children. Educational displays at Wupatki, Sunset Crater were exceptional.

The vast land surrounding the ruins was awesome. The rangers were informative and polite. The land and ruins were kept spotless. It was an interesting and informative visit enjoyed by all.

More markers identifying surrounding areas would be great.

No.

I’d like a chance to backpack into remote ruin sites, sleep under the moonlight, spend time with my own spirit and the spirits of nature and the ancients.

My visit to the park was part of a motor bike tour of the Southwest. Our groups came from Germany. We enjoyed the visit very much.
Very interesting.

Keep the park and mountains non-commercial.

I’d like it if there were Indian rangers or guides explaining the ruins and Indian way of life in past and present.

Wonderfully exciting. Wish we had more time to spend.

A good place to visit but I wouldn’t like to live there.

I think the national park system is fantastic! I have never visited a park I didn’t like.

Kids loved it!

Enjoyed!

All parks and national moms. we visited were well organized, in good condition, highly informative, and friendly staff. We enjoyed all visits!

Enjoyed visiting here for the third time.

Enjoyed the chat with the graduate student handing out questionnaires. Good luck!

This was my second visit and I enjoyed it as much as my first.

I have moved to Arizona in May of this year. One of those reasons was the many monuments and parks so beautifully cultivated in this state. My only criticism (being a cigarette smoker) I think smoking should be restricted and better receptacles supplied. I saw butts everywhere. I am a clean smoker and apologize for and resent those that aren’t. Thanks for a great visit! It is nice to see people happy in their work.

Exciting, tempts the imagination. Modern society in a prehistoric setting but making a better marriage with nature.

I enjoyed the stay.

Let not over commercialize our parks. Leave vendors outside the gates.

Thank you in the opportunity to take part! Although our vacation was centered in and around the Grand Canyon my personal favorite was the Wukoki ruin. It is truly one of the most magnificent spots that I have ever experienced.

Would be very interesting if the park service would restore a ruin to the actual size and shape completely roofed for viewing.

We always see friendly rangers. The guided tours are interesting.

My wife and I enjoyed seeing how the people lived and worked.

The setting, visitor center, low key atmosphere, plenty of parking.

Enjoyed everything and hope to return again to spend more time. The park and restrooms were so clean! I feel that I have added a bit to my knowledge of the Indians.

A very interesting learning experience.

The trip here was mainly to Grand Canyon—this was a quick sideline we took and found it very interesting—we wish we had allotted more time to explore the other cultural areas you have mentioned.

Enjoyed it very much despite the construction repairs.

We saw the sign on the hwy. and followed it. We didn’t regret it.

Opened my eyes about historical info about this country. Would like to see schools include more on Native Americans in early education.

The exhibits and general layout were excellent.

I was surprised by the signs near the ruins saying not to pick up pottery sherd. Seemed more like an invitation than a deterrent. I didn’t see any anyway. Nut mentioning them puts the idea into people’s heads that they might find some.

Very interesting scenic drive.

I had a very nice visit.

It was wonderful, inspirational.

We need more of these places.

I’m from Germany and this was my third time to Wupatki, only twice to Grand Canyon.

Best wishes for a big amount of replies.
It was beautiful, not crowded and I felt free and open.

We appreciate friendly, helpful people, cleanliness and respect for ruins, animals, artifacts.

Guide booklet was well done.

More info needed on outlying areas of Wupatki.

Need an inexpensive guide to area.

We knew nothing of the park until we saw the sign on the road. Very interesting. We have no desire to visit foreign countries but definitely want to visit the greatest country in the world our USA.

I enjoyed the visit and would return in the future.

I think some things should stay the way they were walk ways that are not asphalt unless they are designated handicapped trail only.

Enjoyed the short visit.

Enjoyed the visit.

The rangers are always polite and helpful.

Large, clean, beautiful.

A talking voice with information as you step into place on an exhibit would be nice. Guides are too cumbersome. Signs planted along the trail would have been nice.

No except we would like to have a trail to top of crater from NE side. More geological interpretation with citations for further reading.

No

The park is very beautiful and my son and I enjoyed the visit.

Enjoyed the visit, we will return.

No

Being on a world wide vacation and visiting many archaeological sites I find the services offered by the park and park rangers of very high standards.

The trail improvement is nice to see since 10 years ago, but be careful not to go to excess in development of this park. It is a good idea that people have to work a bit to gain access to ruins.

It was a very enjoyable visit.

Rangers were very friendly.

Never give opportunity for public to enter ruins, they might get destroyed!

My husband and 25 year old daughter enjoyed our visit very much. The thought of how hard life was during those times and easy everything is today. Are we as happy as they were or has our lifestyle brought so much unhappiness? Too much Too easily.

Educational, enjoyable.

It was very impressive.

I find your organization very good. More advertising about the native inhabitants of the area.

It was a very interesting afternoon and along with the other places I have visited in the western USA, it has helped make traveling 5,000 miles very worth while.

Have a great time. Planning to do it again in the next couple of year.

I am amazed that I had not heard of this site or Tuzigoot! Even though we are from Ohio. I thought I knew about Indian ruins all over the U.S. I drove all day to see petroglyphs near Las Vegas 5 years ago. But, found these 2 sites more accessible. We live near Ft. Ancient in Ohio where there is a winter solstice marker and have read about Indian ruins in U.S. So, I think you should advertise in other parts of U.S.

We had a very good time. Liked your junior ranger program.

There should be a free handout at the south entrance with a map and some explanation of the history of Native American people in the area and a preview of what is to be seen.

I hate sociological studies.

All the material I had read before visiting Wupatki did not do it justice. It is a wonderful place and I plan to return.

Very enjoyable.

Roads need some repair.

Thank you for presenting the historical facts in such an easy to understand way.
We were at Wupatki in 1973-74 and it is gratifying to find nothing has changed.

I had a very enjoyable trip. Someday I will return. Thank you.

I enjoyed myself immensely at the park. This was my second visit in four years. I'm sure I shall return in the future. Park service is maintaining our national monuments for the public's enjoyment and education.

I'm Dutch and visiting the United States and especially the national parks. The Netherlands, Europe.

I traveled with my daughter and two grandchildren. To visit the Grand Canyon has been a dream of mine since the 6th grade. My daughter has had the same dream and she is the one who has made it happen. The side trips to national parks and Sedona were a delightful addition. P.S. I'm filling this out on a train.

Extremely courteous and helpful rangers and this survey taker. Thank you!

I'd like to come back!

Very enjoyable.

The ruins look like they're built even a few years ago!

Just that I hope you do not develop it into another tourist attraction. The park is basically pristine the way it is. A gigantic breath of fresh air.

Thank you.

I always enjoy my visits to Wupatki, but I wish that they had a "suggested donation" box at the trailhead.

We liked it very much. It is a very nice place. Thank you!

Thank you for providing trash bins for aluminum cans to help patrons support recycling.

The indians have and had treat traditions. The healing of the world's problems may lie in the study of these cultures.

One very important question upon leaving was where was the community water source. It was hard getting my son interested in taking the trail (perhaps the heat was daunting), but he listened to my reading of the guide. His highlight was enjoying the natural cool air at the blowhole.

It was great.

No.
Appendix 20

Questionnaires used in the 1993 (stage 2) sampling season.

Anasazi Visitor Study
1993 Interviews

ON-SITE INTERVIEW

1. Is this your first trip to ___________?
   ___ YES
   ___ NO (If No)
   When was the last time you visited the park?

2. Are you traveling with family, friends or what? (check one)
   ___ Alone
   ___ A couple
   ___ Family
   ___ Two or more families or relatives together
   ___ Family and friends
   ___ Two or more friends together
   ___ Special Interest Group - tour group, school group, etc.

3. How many people are you traveling with on this trip?
   (including yourself)

4. Will you fill out this postage-paid mail-back survey about your visit to the area? ___ YES ___ NO
   (IF YES) May we have your name and address so we can send you a reminder should you forget to return the survey?

NAME __________________________________________________________

ADDRESS ______________________________________________________

CITY ______________________ STATE__________ ZIP ___________

COUNTRY ______________________
Anasazi Cultural Parks
Study

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. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collection through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law.

Public reporting burden for this form is estimated to average 22 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington, DC 20044-7127; and to the Office of Management and Budget, Paperwork Reduction Project 1024, Washington, DC 20503.

NAU is an Equal Opportunity/Affirmative Action Institution
United States Department of the Interior
NATIONAL PARK SERVICE
CHACO CULTURE NATIONAL HISTORICAL PARK
STATE ROUTE 99, BOX 1
Bloombury, NM 87512

March 6, 1983

Park Visitor:

Many people visit Chaco Culture National Historical Park each year. You come from many different places and have a variety of reasons for visiting Chaco. Because of this diversity, the planning and management procedures are designed to accommodate a wide range of visitor experiences and activities. We hope that you enjoyed your visit to Chaco.

I have been selected as part of a sample of visitors to participate in this study. Please understand these data are being obtained in order to improve the visitor experience at Chaco. By your participation, you are helping us to better understand how Chaco is perceived by its visitors.

If you wish to participate, please fill out the questionnaire. Upon completion, please return it to us in the enclosed pre-addressed stamped envelope.

We greatly appreciate your participation in this study and hope that you enjoyed your visit to Chaco Culture National Historical Park.

Sincerely,

[Signature]

[Name]

Parks Service

OMB Approval #1024-0129
Expiration 12/31/94

We appreciate your willingness to help us learn more about visitors to Chaco Canyon. Please answer all the questions. There are no right or wrong answers; the best answer is the one that most closely reflects your own personal feelings or beliefs.

First, we'd like to ask you a few questions about your experiences at Chaco Canyon.

1. What type of trip were you on while visiting Chaco Canyon? (Check one)
   - [ ] Vacation to Chaco Canyon
   - [ ] Vacation with Chaco Canyon as part of a larger travel plan
   - [ ] Weekend or multi-day trip
   - [ ] Day outing
   - [ ] Visit for several hours or less than a day
   - [ ] Passing through
   - [ ] Business trip

2. How long was your visit to Chaco Canyon? (Check one)
   - [ ] 2 hours or less
   - [ ] Between 2 and 6 hours (1/2 day)
   - [ ] Between 6 and 12 hours (1 day)
   - [ ] More than 1 day
   - How many days?

If you stayed more than 1 day, what type of overnight accommodations did you use? (Check all that apply)

   - [ ] Hotel/motel/cabin
   - [ ] Hostel
   - [ ] Private residence
   - [ ] Forest Service campground
   - [ ] National Park Service campground
   - [ ] Private RV campground
   - [ ] Car or camper in parking lot
   - [ ] Private camping (not in a designated camping area)
   - [ ] Other: __________________________
3. People come to this park for many different reasons. Here is a list of reasons why people might come here. Please rate the importance of these items in your decision to visit Chaco Canyon:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Least Important</th>
<th>Moderately Important</th>
<th>Somewhat Important</th>
<th>Very Important</th>
<th>Most Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. To satisfy my curiosity</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>b. To learn and see how people lived back then</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>c. To teach my kids about history</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>d. To compare with other ruins I have seen</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>e. To get a perspective on the present through understanding of the past</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>f. To look at the scenery</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>g. To grow and develop spiritually</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>h. To be in a calm atmosphere</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
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<td>6</td>
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<td>2</td>
</tr>
</tbody>
</table>

Please list any additional reasons not included in the list above that had a strong influence on your decision to come to Chaco Canyon.

4. Below is a map of Chaco. Please trace your travel route within the park. Circle the "T" where you went into the park (the entrance) and simply write 1, 2, 3 and so forth in the boxes for each place you visited in the order you visited them. Leave the places you did not visit blank. Finally, circle the "O" at the place where you went out of the park at the end of your visit (the exit).
5. What did you most enjoy about your visit to Chaco Canyon?

6. Were there any aspects of your visit to the park that bothered you?

7. Many visitors comment about the road conditions at Chaco. Managers are interested in your opinions.

   a. Does the current condition of the access road to Chaco in any way affect your visit to the park? (check one)  
      _______NO _______YES (IF YES) How!

8. There are many kinds of opportunities, services, and facilities that park managers already provide or could provide to make your visit to Chaco Canyon more enjoyable. Below is a list of things that might be provided. Please indicate how important you feel each of the following is or could be in making your visit to the park enjoyable. (Circle the letter that best describes how you feel about each issue)

   a. Being able to walk inside the ruins  
   b. Being in a remote, wilderness-like setting  
   c. Ranger-led talks, walks, or presentations  
   d. Picnic areas available  
   e. A place to buy souvenirs  
   f. Handicapped access  
   g. A snack bar or restaurant  
   h. Shady places near the ruins  
   i. Access to the backcountry  
   j. Being able to look around on my own  
   k. Museum displays  
   l. Self-guided booklets  
   m. Information exhibits and signs at ruins and overlooks  
   n. Programs and activities especially for kids  
   o. Information available at the park entrance  

9. Were there any other services (programs, facilities) that were not available in the Park that would have added to the enjoyment of your visit?
10. How would you rate your level of knowledge of the history of the native people who built the dwellings here? (check one in each column)

Before arriving at Chaco Canyon
- Extensive
- A fairly good understanding
- Somewhat limited
- Very limited
- No knowledge

After visiting Chaco Canyon
- Extensive
- A fairly good understanding
- Somewhat limited
- Very limited
- No knowledge

11. How would you rate your interest in learning more about the native people who built these dwellings? (check one in each column)

Before arriving at Chaco Canyon
- Very interested
- Fairly interested
- Somewhat interested
- Not interested

After visiting Chaco Canyon
- Very interested
- Fairly interested
- Somewhat interested
- Not interested

We would next like to ask about your travel to and from Chaco Canyon.

12. Where did you stay the night before you entered Chaco Canyon?

City__________________________State__________________________

What type of accommodations did you use? (check one)
- Hotel/motel
- With friends or relatives
- My home
- Public campground
- Private campground
- Other

13. Where did you stay the night after you left Chaco Canyon?

City__________________________State__________________________

What type of accommodations did you use? (check one)
- Hotel/motel
- With friends or relatives
- My home
- Public campground
- Private campground
- Other

14. Did you receive any information about Chaco before arriving? (check one)

- NO
- YES (IF YES) From what source(s)? (check all that apply)
  - State promotional agency publications
  - Non-NPS newspaper
  - Recreation group publication
  - Travel agency publications
  - Environmental group publication
  - Radio/TV advertisement
  - Archeological or history organization publication
  - Other ____________

15. Did you visit any of the following cultural areas as part of this trip to Chaco? (check all that apply)

- Mesa Verde National Park
- Aztec Ruins National Monument
- Canyon de Chelly National Monument
- Bandelier National Monument
- Zuni Pueblo
- Acoma Pueblo
- Taos Pueblo
- Salmon Ruins

Please list any other cultural parks or tribal areas you visited that are not listed here.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
These last questions will help managers learn about the people who participated in the study.

16. Which of the following describes your present employment status? (check all that apply)
   ___ Employed, full time
   ___ Employed, part-time
   ___ Homemaker
   ___ Student
   ___ Unemployed
   ___ Other

   What kind of work do/did you do?

17. Which of the following describes your present situation? (check one)
   ___ single, no children
   ___ married, no children
   ___ married with children
   ___ single parent with children

18. What is the year of your birth? ________

19. What is the highest educational level you have attained? (check one)
   ___ 8th grade or less
   ___ 9-11th grade
   ___ 12th grade (H.S. graduate)
   ___ 13-15 years (some college, business, trade school)
   ___ 16 years (college/university graduate)
   ___ 17+ years (some graduate work)
   ___ Master, doctorate or professional degree

20. Which indicates your race or ethnic group? (check one)
   ___ American Indian or Alaskan Native
   ___ Asian or Pacific Islander
   ___ Black, not of Hispanic origin
   ___ Hispanic
   ___ White, not of Hispanic origin

21. Are you traveling with any:
   (A) Preschoolers? ________ No, If Yes, How many?
   (B) Children (<12 yrs old)? ________ No, If Yes, How many?
   (C) Teenagers? ________ No, If Yes, How many?
   (D) Anyone over 62? ________ No, If Yes, How many?

22. Is there anything else you would like to tell us about your visit to the park?
Dear Park Visitor:

Many people visit Mesa Verde National Park each year. You come from many different places and have a variety of reasons for visiting Mesa Verde. To assist in the management decision process, more information is needed about visitor experiences and activities. To assist the park I have asked researchers at Northern Arizona University to conduct a survey of Mesa Verde visitors.

You have been selected as part of a sample of visitors to participate in the survey. In order for the result to be truly representative of all visitors, it is important that you take the time to complete the enclosed questionnaire. When you have finished, please enclose it in the return envelope provided and drop it in the nearest mailbox. It is preaddressed and postage is paid.

An identification number is included on the questionnaire so we may check your name off the mailing list when the questionnaire is returned. Your name will not be placed on the questionnaire.

We greatly appreciate your cooperation in this study. I hope that you enjoyed your visit to Mesa Verde National Park.

Sincerely yours,

Jack L. Muller
Acting Superintendent

OMB Approval #1024-0131
Expiration 12/31/94

We appreciate your willingness to help us learn more about visitors to Mesa Verde National Park. Please answer all the questions. There are no right or wrong answers; the best answer is the one that most closely reflects your own personal feelings or beliefs.

First we'd like to ask you a few questions about your experiences at Mesa Verde National Park.

1. What type of trip were you on while visiting Mesa Verde? (Check one)

   ___ Vacation to Mesa Verde
   ___ Vacation with Mesa Verde as part of a larger travel plan
   ___ Weekend or multi-day trip
   ___ Day outing
   ___ Visit for several hours or less than a day
   ___ Passing through
   ___ Business trip

2. How long was your visit to Mesa Verde? (Check one)

   ___ 2 hours or less
   ___ Between 2 and 6 hours (1/2 day)
   ___ Between 6 and 12 hours (1 day)
   ___ More than 1 day

   How many days?

If you stayed more than 1 day, what type of overnight accommodations did you use? (Check all that apply)

   ___ hotel/motel/cabin
   ___ private RV campground
   ___ hostel
   ___ RV camper in parking lot
   ___ private residence
   ___ camping along a bike route
   ___ Forest Service campground
   ___ a designated camping area
   ___ National Park Service campground
   ___ other ____________________________

[Signature]
3. People come to this park for many different reasons. Here is a list of reasons why people might come here. Please rate the importance of these items in your decision to visit Mesa Verde:

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Least Important</th>
<th>Slightly Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. To satisfy my curiosity</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>b. To learn and see how people lived back then</td>
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<tr>
<td>k. To bring back pleasant memories</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>l. To do something with the family</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>m. To be with friends</td>
<td>1</td>
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<tr>
<td>n. To experience a cooler temperature</td>
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</tbody>
</table>

Please list any additional reasons not included in the list above that had a strong influence on your decision to come to Mesa Verde.

4. Below is a map of Mesa Verde. Please trace your travel route within the park. Simply write 1, 2, 3 and so forth in the boxes for each place you visited in the order you visited them. Leave the places you did not visit blank.
5. What did you most enjoy about your visit to Mesa Verde?

6. Were there any aspects of your visit to the park that bothered you?

7. The National Park Service is considering putting a visitor center at the entrance to the park (near where the fee station is now). Please indicate how useful you feel a visitor center located at the park entrance would be. (circle one)

Very useful  Moderately useful  Slightly useful  Not at all useful  No opinion

8. There are many kinds of opportunities, services, and facilities that park managers already provide or could provide to make your visit to Mesa Verde more enjoyable. Below is a list of things that might be provided.

Please indicate how important you feel each of the following is or could be in making your visit to the park enjoyable. (Circle the letter that best describes how you feel about each issue)

<table>
<thead>
<tr>
<th>Importance</th>
<th>Don't Know</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
<th>Very High</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Being able to walk inside the ruins</td>
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<td>d. Picnic areas available</td>
<td>6</td>
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<td>6</td>
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<td>2</td>
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<tr>
<td>g. A snack bar or restaurant</td>
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<tr>
<td>h. Shady places near the ruins</td>
<td>6</td>
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<td>k. Self guided booklets</td>
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<td>l. Information exhibits and signs at ruins and overlooks</td>
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9. Were there any other services (programs, facilities) that were not available in the Park that would have added to the enjoyment of your visit?
10. How would you rate your level of knowledge of the history of the native people who built the dwellings here? (check one in each column)

**Before arriving at Mesa Verde**
- Extensive
- A fairly good understanding
- Somewhat limited
- Very limited
- No knowledge

**After visiting Mesa Verde**
- Extensive
- A fairly good understanding
- Somewhat limited
- Very limited
- No knowledge

11. How would you rate your interest in learning more about the native people who built these dwellings? (check one in each column)

**Before arriving at Mesa Verde**
- Very interested
- Fairly interested
- Somewhat interested
- Not interested

**After visiting Mesa Verde**
- Very interested
- Fairly interested
- Somewhat interested
- Not interested

12. Because of the impact of use on the archaeological sites within the park, Mesa Verde may be forced to limit the number of people coming into the park. Should that become necessary, which of the following options would you prefer? (check one)

- A reservation system where you would make reservations to visit the park ahead of time
- A first-come first-served system where you would take your chances on getting in each day
- Neither option
- Another option (please specify)______________

13. Where did you stay the night before you entered Mesa Verde?

City_________________________ State_________________________

What type of accommodations did you use? (check one)
- Hotel/motel
- Public campground
- With friends or relatives
- Private campground
- My home
- Other

14. Where did you stay the night after you left Mesa Verde?

City_________________________ State_________________________

What type of accommodations did you use? (check one)
- Hotel/motel
- Public campground
- With friends or relatives
- Private campground
- My home
- Other

15. Did you visit any of the following cultural areas as part of this trip to Mesa Verde? (check all that apply)

- Chaco Culture National Historic Park
- Aztec Ruins National Monument
- Canyon de Chelly National Monument
- Bandelier National Monument
- Zuni Pueblo
- Walnut Canyon National Monument
- Taos Pueblo
- Hovenweep National Monument
- Anasazi Cultural Center

Please list any other cultural parks or tribal areas you visited that are not listed here.

__________________________________________

__________________________________________
These last questions will help managers learn about the people who participated in the study.

16. Which of the following describes your present employment status? (check all that apply)
   ____ Employed, full time  ____ Retired, but working full time
   ____ Employed, part-time  ____ Retired, but working part-time
   ____ Homemaker  ____ Retired, not working
   ____ Student
   ____ Unemployed
   ____ Other____________________

   What kind of work do/did you do?________________________________________

17. Which of the following describes your present situation? (check one)
   ____ single, no children  ____ married with children
   ____ married, no children  ____ single parent with children

18. What is the year of your birth?_________

19. What is the highest educational level you have attained? (check one)
   ____ 8th grade or less
   ____ 9-12th grade
   ____ 12th grade (H.S. graduate)
   ____ 13-15 years (some college, business, trade school)
   ____ 16 years (college/university graduate)
   ____ 17+ years (some graduate work)
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20. Which indicates your race or ethnic group? (check one)
   ____ American Indian or Alaskan Native
   ____ Asian or Pacific Islander
   ____ Black, not of Hispanic origin
   ____ Hispanic
   ____ White, not of Hispanic origin

21. Are you traveling with any:
   (A) Preschoolers?  ____ No, If Yes, How many?____
   (B) Children (<12 yrs old)?  ____ No, If Yes, How many?____
   (C) Teenagers?  ____ No, If Yes, How many?____
   (D) Anyone over 62?  ____ No, If Yes, How many?____

22. Is there anything else you would like to tell us about your visit to the park!
Anasazi Cultural Parks Study

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. No action may be taken against you for refusing to supply the information requested. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collection through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law.

Public reporting burden for this form is estimated to average 22 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington, DC 20041-7127; and to the Office of Management and Budget, Paperwork Reduction Project 1024, Washington, DC 20503.

NAU is an Equal Opportunity/Affirmative Action Institution
Dear Park Visitor:

Many people visit Wupatki National Monument each year. You come from many different places and have a variety of reasons for visiting Wupatki. To assist in the management decision process, more information is needed about visitor experiences and activities. To this end I have asked researchers at Northern Arizona University to conduct a survey of Wupatki visitors.

You have been selected as part of a sample of visitors to participate in the survey. In order for the result to be truly representative of all visitors, it is important that you take the time to complete the enclosed questionnaire. When you have finished please seal it in the return envelope provided and drop it in the nearest mailbox. It is preaddressed and postage is paid.

An identification number is included on the questionnaire so we may check your name off the mailing list when the questionnaire is returned. Your name will not be placed on the questionnaire.

We greatly appreciate your cooperation in this study. I hope that you enjoyed your visit to Wupatki National Monument.

Sincerely,

John Henderson
Superintendent

OMB Approval #1024-1014
Expiration 12/31/94

We appreciate your willingness to help us learn more about visitors to Wupatki National Monument. Please answer all the questions. There are no right or wrong answers; the best answer is the one that most closely reflects your own personal feelings or beliefs.

First we'd like to ask you a few questions about your experiences at Wupatki National Monument.

1. What type of trip were you on while visiting Wupatki? (check one)

   ____ Vacation to Wupatki
   ____ Vacation with Wupatki as part of a larger travel plan
   ____ Weekend or multi-day trip
   ____ Day outing
   ____ Visit for several hours or less than a day
   ____ Business trip
   ____ Other

2. How long was your visit to Wupatki? (check one)

   ____ Less than 1 day
   ____ Between 2 and 6 hours (1/2 day)
   ____ Between 6 and 12 hours (1 day)
   ____ More than 1 day

   If you stayed more than 1 day, what type of overnight accommodations did you use? (check all that apply)

   ____ Hotel/motel/cabin
   ____ Hostel
   ____ Private residence
   ____ Forest Service campground
   ____ National Park Service campground
   ____ Private RV campground
   ____ Car or camper in parking lot
   ____ Camping along a roadway (not in a designated camping area)
   ____ Other

   If you stayed more than 1 day, what route did you travel to and from Wupatki? (check all that apply)

   ____ Private vehicle
   ____ Public transportation
   ____ Bicycle
   ____ Hiking
   ____ Other

3. How did you arrive at Wupatki? (check all that apply)

   ____ Car or camper in parking lot
   ____ Private vehicle
   ____ Public transportation
   ____ Hiking
   ____ Other

   If you arrived on foot, how far did you walk to Wupatki? (check one)

   ____ Less than 1 mile
   ____ 1 to 2 miles
   ____ 2 to 5 miles
   ____ 5 to 10 miles
   ____ More than 10 miles
3. People come to this park for many different reasons. Here is a list of reasons why people might come here. Please rate the importance of these items in your decision to visit Wupatki:

<table>
<thead>
<tr>
<th>Importance</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<td>k. To bring back pleasant memories</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>l. To do something with the family</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>m. To be with friends</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>n. To experience a nicer temperature</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>o. To do something such as sketch, paint, or photograph</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>p. To be away from crowds of people</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Please list any additional reasons not included in the list above that had a strong influence on your decision to come to Wupatki.

4. Below is a map of Wupatki National Monument. Please trace your travel route within the park. Circle the "I" where you went into the park (the entrance) and simply write 1, 2, 3, and so forth in the boxes for each place you visited in the order you visited them. Leave the places you did not visit blank. Finally, circle the "O" at the place where you went out of the park at the end of your visit (the exit).
5. What did you most enjoy about your visit to Wupatki?

6. Were there any aspects of your visit to the park that bothered you?

7. Did you see a National Park Service ranger during your visit to Wupatki? (check one)
   
   YES
   
   NO

   Did you talk to a Park Service ranger during your visit to Wupatki? (check one)

   YES
   
   NO (IF NO) Would you have liked to talk to a ranger during your visit? (check one)

   YES
   
   NO

8. There are many kinds of opportunities, services, and facilities that park managers already provide or could provide to make your visit to Wupatki more enjoyable. Below is a list of things that might be provided. Please indicate how important you feel each of the following is or could be in making your visit to the park enjoyable. (Circle the letter that best describes how you feel about each issue)

   a. Being able to walk inside the ruins
   b. Being in a remote, wilderness-like setting
   c. Ranger-led talks, walks, or presentations
   d. Picnic areas available
   
   e. A place to buy souvenirs
   f. Handicapped access
   g. A snack bar or restaurant
   h. Shady places near the ruins
   i. Access to the backcountry
   j. Being able to look around on my own
   k. Museum displays
   l. Self guided booklets
   m. Information exhibits and signs at ruins and overlooks
   n. Programs and activities especially for kids
   o. Information available at the park entrance

9. Were there any other services (programs, facilities) that were not available in the Park that would have added to the enjoyment of your visit?
10. Did you enter Wupatki N.M. at the north entrance (not through Sunset Crater)? (check one)
   ___ YES (Continue on to 10a)
   ___ NO (IF NO, skip to Q. 11)

   a. Did you stop to read the signs at the entrance? (check one)
      ___ YES (Continue on to 10b)
      ___ NO (Skip to Q. 11)

   b. Did the information provided on the signs at the north entrance help you understand what to expect to see in the park? (check one)
      ___ YES
      ___ NO (IF NO) What additional information would have been helpful?

11. How would you rate your level of knowledge of the history of the native people who built the dwellings here? (check one in each column)

   Before arriving at Wupatki  After visiting Wupatki
   ___ Extensive  ___ Extensive
   ___ A fairly good understanding  ___ A fairly good understanding
   ___ Somewhat limited  ___ Somewhat limited
   ___ Very limited  ___ Very limited
   ___ No knowledge  ___ No knowledge

12. How would you rate your interest in learning more about the native people who built these dwellings? (check one in each column)

   Before arriving at Wupatki  After visiting Wupatki
   ___ Very interested  ___ Very interested
   ___ Fairly interested  ___ Fairly interested
   ___ Somewhat interested  ___ Somewhat interested
   ___ Not interested  ___ Not interested

We would next like to ask about your travel to and from Wupatki.

13. Where did you stay the night before you entered Wupatki?

   City_________________________State________

   What type of accommodations did you use? (check one)
   ___ Hotel/motel  ___ Public campground
   ___ With friends or relatives  ___ Private campground
   ___ My home  ___ Other__________________

14. Where did you stay the night after you left Wupatki?

   City_________________________State________

   What type of accommodations did you use? (check one)
   ___ Hotel/motel  ___ Public campground
   ___ With friends or relatives  ___ Private campground
   ___ My home  ___ Other__________________

15. Did you visit any of the following cultural areas as part of this trip to Wupatki? (check all that apply)

   ___ Mesa Verde National Park
   ___ Walnut Canyon National Monument
   ___ Canyon de Chelly National Monument
   ___ Montezuma Castle National Monument
   ___ Navajo National Monument
   ___ Tuzigoot National Monument
   ___ Chaco Culture National Historic Park
   ___ Hopi Mesas

Please list any other cultural parks or tribal areas you visited that are not listed here.

________________________________________________________________________

________________________________________________________________________
These last questions will help managers learn about the people who participated in the study.

16. Which of the following describes your present employment status? (check all that apply)
   - Employed, full time
   - Employed, part-time
   - Homemaker
   - Student
   - Unemployed
   - Other

   What kind of work do/did you do?

17. Which of the following describes your present situation? (check one)
   - Single, no children
   - Married, no children
   - Married with children
   - Single parent with children

18. What is the year of your birth?

19. What is the highest educational level you have attained? (check one)
   - 8th grade or less
   - 9-11th grade
   - 12th grade (H.S. graduate)
   - 13-15 years (some college, business, trade school)
   - 16 years (college/university graduate)
   - 17+ years (some graduate work)
   - Master, doctorate or professional degree

20. Which indicates your race or ethnic group? (check one)
   - American Indian or Alaskan Native
   - Asian or Pacific Islander
   - Black, not of Hispanic origin
   - Hispanic
   - White, not of Hispanic origin

21. Are you traveling with any:
   - (A) Preschoolers!
   - (B) Children (<12 yrs old!)
   - (C) Teenagers!
   - (D) Anyone over 62!

   No, if Yes, How many?

22. Is there anything else you would like to tell us about your visit to the park!
As an environment protection agency, the Department of the Interior is responsible for the safe, orderly, and productive use of our nation's natural and cultural resources. The department manages public lands, forests, wildlife, and the environment and air and water quality of our nation's parks and recreation areas, and provides for enjoyment of the natural environment. The department oversees energy and mineral resources and works to ensure that their development is in the best interests of all our people. The department also promotes the health of the full range of America's wildlife and encourages recreation and outdoor activities for all people who work closely with the environment.