

Devils Tower National Monument: 1999 Visitor Use Study

FINAL REPORT

Submitted to

Devils Tower National Monument
Denver Service Center
National Park Service

by

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BACKGROUND

Devils Tower National Monument, in northeastern Wyoming, was declared the nation's first national monument in September 1906. The 1,347 acre site provides habitat for prairie dogs, deer, and other wildlife. Each year, nearly a half million people visit the monument; most between Memorial Day and Labor Day. Visitors enjoy a number of recreational opportunities including wildlife viewing, hiking, camping, picnicking, and photography. Devils Tower also is a popular climbing site and is considered one of the premier crack climbing areas in North America. In addition, the monument has a rich cultural history and is considered a sacred site of prayer and renewal for American Indians.

The National Park Service (NPS) is currently in the process of developing a General Management Plan (GMP) for Devils Tower National Monument. The GMP will serve as a framework for making decisions regarding ways to manage visitation, provide quality visitor experiences, and protect resources at the site during the next 10 to 15 years. In an effort to protect resources and provide quality experiences for visitors, the GMP will consider alternative modes of public transit for the site. As part of the public involvement process, Devils Tower National Monument will seek public input during each stage of GMP development.

During the summer of 1999, the University of Minnesota Cooperative Park Studies Unit (CPSU) was involved with a study to gather information about visitors at Devils Tower National Monument. The purpose of the study was to better understand experiences sought and attained at the monument by visitors, activities engaged in by visitors, visitors' attitudes concerning the quality and adequacy of facilities currently available in the park, opinions of visitors regarding management strategies to address problems associated with park management, and background characteristics of park visitors. Visitors were asked questions about their concerns related to crowding as well as their tolerances and preferences for alternative modes of transportation. This report highlights the findings of this research. Results of the visitor study and other public input will be used to help guide development of the GMP being prepared by the planning team.

STUDY METHODS

The respondent universe consists of visitors (16 years of age or older and residents of the United States) to Devils Tower National Monument during the summer of 1999. As part the public involvement process, park staff contacted a random sample of visitors entering the park through the lone entry station and asked visitors about their interest to become involved with a variety of ongoing activities for the purpose of developing a new park GMP. Park staff contacted visitors during various times of the day and different days of the week to ensure that a representative sample of visitors would be obtained. Between July 5th and August 31st, more than 500 individuals provided their names and mailing addresses to park staff. Because park staff estimated that less than 2 percent of the individuals contacted were not willing to be involved in the public involvement process, non-response bias is considered negligible.

From names and addresses gathered by park staff and provided to the CPSU, an interval sampling procedure utilizing a random starting point was used to select 297 individuals to receive a mailback questionnaire (appendix A). International visitors were excluded from the sample universe prior to random selection. Of the 297 surveys that were mailed, two were undeliverable and one was returned by an individual who was less than 16 years of age. A total of 213 completed questionnaires were returned garnering a response rate of 72 percent. Sampling procedures and mailings followed accepted procedures used in survey research. Two follow-up mailings were used to increase response rates. A reminder letter (appendix B) was mailed two weeks after the initial questionnaire mailing. A second reminder letter (appendix C) with another stamped, addressed replacement questionnaire was sent out four weeks after the initial questionnaires were mailed.

The completed survey forms were commercially keypunched and the data set was uploaded to a personal computer for analysis. Data were analyzed using the Statistical Program for the Social Sciences (SPSS/PC+). Basic descriptive statistics and frequency distributions were computed for selected variables. Two-tailed t-tests failed to reveal any significant differences between weekend and weekday visitors for variables related to experiences, potential problems, crowding, or management actions. Therefore, tables containing cross tabulations for these user groups are not included in the report.

The sample size for the study was adequate and the response rates acceptable for this type of study. It should be acknowledged, however, that the survey results represent only visitors who visited during the seven-week study period and cannot be extended to other times of the year or other years. That is, survey results should be thought of as pertaining to respondents visiting the monument during the study period. Nonetheless, study results are sufficient to support an informed dialogue among interested parties about future management of Devils Tower National Monument.

SELECTED RESULTS

Characteristics of the Trip to the Monument

- ❑ The majority of respondents (64.6 percent) were visiting Devils Tower National Monument for the first time (table A.1) and 18 percent were making a second visit. Five percent had made ten or more visits to the monument.
- ❑ Most study participants (80 percent) spent less than one calendar day at the monument (table A.2) while 20 percent were there for more than one day. Of those who visited for less than one day, 75 percent spent between 2 and 4 hours at the monument (table A.3). The majority of respondents who were at the monument for more than a day stayed two calendar days (table A.4).
- ❑ Of respondents who stayed overnight in the area (42 percent), 43 percent spent the night at the vehicle accessible campground at the monument and 39 percent stayed at a local campground, motel/hotel/bed and breakfast (table A.5).
- ❑ For nearly half (46 percent) of all study participants, visiting Devils Tower National Monument was one of several important things they planned to do during their trip passing through the Black Hills area (table A.6). For 26 percent of respondents, visiting the monument was one of several important things they planned to do during an extended trip to the Black Hills area.
- ❑ Visitors participated in a wide variety of activities at the monument. Eighty percent of study participants engaged in hiking, walking, or running on monument trails (table A.7). Nearly three-quarters (73 percent) watched people climb on Devils Tower. More than half watched prairie dogs at the prairie dog town (69 percent), participated in nature or wildlife viewing (62 percent), shopped at the visitor center (60 percent), or viewed exhibits on the trails (59 percent). Sightseeing by automobile also was a frequent activity (45 percent). One in five respondents participated in programs at the visitor center. Nine percent of respondents engaged in climbing on the tower itself.

Visitor Characteristics

- ❑ There were more male respondents (61 percent) than female respondents (39 percent) (table B.1).
- ❑ The average and median ages of respondents were 47 and 46, respectively (table B.2). Nearly a quarter (23 percent) of respondents were over 55 years of age.
- ❑ Visitors to Devils Tower National Monument are well educated. Nearly 90 percent of the study participants had received a post-high school education and 61 percent reported that they were at least college graduates (table B.3).
- ❑ Study participants reported coming from 43 different states (table B.4). They most frequently came from Minnesota (10 percent) and Wyoming (10 percent).

Importance and Attainment of Experiences Sought by Visitors

- ❑ Respondents were asked to look over a list of 27 different possible experiences that visitors may have while visiting Devils Tower National Monument and to indicate how important each experience was to them using a 5-point scale (1 = very unimportant, 2 = unimportant, 3 = neither unimportant nor important, 4 = important, and 5 = very important). Experiences receiving ratings greater than 4.0 (meaning important or very important) were: enjoying the scenery of the area (4.5), doing something with family (4.3), learning the geology of the tower (4.2), and learning about the natural history of the area (4.1) (table C.1). Respondents gave importance ratings of greater than 3.5 (but less than 4.0) to: getting away from the usual demands of life (3.9), experiencing the natural quiet of the area (3.7), learning about the cultural history of the area (3.7), and recreating in a safe place (3.6). Respondents gave the lowest importance ratings to: technical climbing on the tower (1.8), participating in traditional cultural use (2.1), and sharing their skills and knowledge with others (2.1).
- ❑ For each experience the study participants reported as either important or very important, respondents were asked to rate the extent to which they attained their desired experiences using a 4-point scale (1 = did not attain, 2 = somewhat attained, 3 = moderately attained, and 4 = totally attained). Results indicate that nearly all experiences they had rated as important or very important were at least moderately attained (table C.2). Experiences receiving the highest attainment ratings (3.8) were to do something with family, to be with members of my own group, and to enjoy scenery of the area. The lowest rating (2.0) was reported for participation in traditional cultural use.

Problems Encountered by Visitors

- ❑ Using a 4-point scale (1 = no problem, 2 = slight problem, 3 = moderate problem, 4 = serious problem, 5 = very serious problem), respondents rated 22 possible situations they may have encountered during their visit at the monument. Overall, respondents encountered very few problems during their visit. General congestion and insufficient parking at the visitor center were the main concerns. The situation receiving the highest rating, congestion in the visitor center parking lot (2.0), was reported as a slight problem (table D.1). The next highest ratings were reported for insufficient parking at the visitor center (1.9) and congestion in the visitor center (1.9). Upon reviewing specific responses to these situations, between 25 percent and 30 percent of respondents indicated these conditions were at least a “moderate” problem. Thirteen percent of respondents reported that congestion in the visitor center parking lot was a “serious” or “very serious problem.”

Crowding at the Monument

- ❑ Using a 9-point scale (9 = extremely crowded not at all crowded, 1 = not at all crowded), respondents were asked to rate how crowded they felt at seven different locations at Devils Tower National Monument. Study participants indicated feeling least crowded on park trails other than the tower trail (2.0) and on monument roads (2.3) (table E.1). They reported feeling most crowded in the visitor center parking lot (4.3) and at the visitor center (4.1).
- ❑ Respondents had the opportunity to indicate the reasons they felt crowded (as indicated by a rating of 5 or higher on a 9-point scale). For those who gave reasons for their ratings in the visitor center parking lot, the sheer number of vehicles was the most frequently reported reason. For those who gave reasons for their ratings at the visitor center, the sheer number of people was the most frequently reported reason. Some visitors indicated other reasons for giving a rating of 5 or higher. Verbatim responses appear in appendix D.

Management Actions at the Monument

- ❑ Respondents indicated their support or opposition for 14 possible management actions by rating them on a 5-point scale (1 = strongly oppose, 2 = oppose, 3 = neither, 4 = support, 5 = strongly support). Study participants indicated the most support for providing visitors with natural history information about the area (4.2) and providing more information for visitors about things to see and do in the area (3.9) (table F.1). Study participants reported the least support for limiting the number of visitors allowed on the tower trail at any one time (2.6) and restricting the number of people at the monument at one time (2.7). Although nearly one-third of respondents support restricting the number of climbers on the tower, more than half (52 percent) neither support nor oppose that potential management action.
- ❑ Respondents also reported their support or opposition for public transit using the same 5-point scale. Study participants indicated the strongest support for an optional public transit system at the monument (3.8) (table F.2). Seventy-four percent of respondents rated this option as either supportive (53 percent) or strongly supportive (21 percent); 16 percent reported they were “neutral,” neither supporting nor opposing the option. Nearly half (44 %) indicated they would support a moderate fee (\$1 to \$5) for using a public transit system. A mandatory public transit system was the least popular option presented, with 59 percent reporting they were opposed (29 percent) or strongly opposed (30 percent). Respondents were given an opportunity to suggest other options concerning public transit at Devils Tower National Monument (appendix E). A listing of visitors’ explanations for their responses regarding public transit options appears in appendixes F.

Visitor Satisfaction

- ❑ Study participants expressed their satisfaction with the quality of services provided at the monument by rating 10 services using a 5-point scale (1= dissatisfied, 2 = somewhat dissatisfied, 3 = neither dissatisfied nor satisfied, 4 = somewhat satisfied, 5 = satisfied). Respondents reported being at least somewhat satisfied with the quality of all the services they assessed (table G.1). They were most satisfied with the quality of park brochure (4.7) and least satisfied with the restrooms (4.0).

Open-ended Comments

- ❑ Half of the respondent provided additional comments about their visit or gave suggestions about managing the monument (table H.1). Visitors' verbatim comments are listed in appendix G.

TABLES OF STUDY RESULTS

A. Characteristics of the Trip to the Monument

- Table A.1.** Number of visits to Devils Tower National Monument.
- Table A.2.** Length of visit at Devils Tower National Monument.
- Table A.3.** Number of hours spent at Devils Tower National Monument for respondents who spent less than one day at the monument.
- Table A.4.** Number of days spent at Devils Tower National Monument for respondents who spent more than one day at the monument.
- Table A.5.** For overnight visitors, response to: “If you stayed overnight in the area during your most recent visit to the monument, where did you stay?”
- Table A.6.** Response of visitors to: “Which of the following best describes your most recent trip to Devils Tower National Monument?”
- Table A.7.** Activities in which respondents participated during their trip to Devils Tower National Monument.

Table A.1. Number of visits to Devils Tower National Monument.

Number of visits	N	Percent
1 (this visit)	137	64.6
2	37	17.5
3	9	4.2
4	6	2.8
5	5	2.3
6	3	1.4
7	0	0
8	3	1.4
9	2	0.9
10 or more	10	4.7
Total	212	100.0

Source: Question 1.

Mean = 3.3 visits Median = 1 visit

Table A.2. Length of visit at Devils Tower National Monument.

Length of visit	N	Percent
Less than one calendar day	170	80.0
More than one calendar day	43	20.0
Total	213	100.0

Source: Question 2.

Table A.3. Number of hours spent at Devils Tower National Monument for respondents who spent *less than one calendar day* at the monument.

Number of hours	N	Percent
1	5	3.0
2	40	23.8
3	38	22.6
4	52	31.0
5	13	7.7
6	14	8.3
7 or more	13	3.5
Total	170	100.0

Source: Question 2.

Mean = 3.6 hours Median = 4 hours

Table A.4. Number of days spent at Devils Tower National Monument for respondents who spent *more than one calendar day* at the monument.

Number of days	N	Percent
2	40	93.0
3	3	7.0
Total	43	100.0

Source: Question 2.

Table A.5. For visitors staying overnight in the Devils Tower area, response to: “If you stayed overnight in the area during your most recent visit to the monument, where did you stay?”

Accommodations	N	%
At the vehicle accessible campground at the monument	36	42.9
At a local campground, motel/hotel/bed and breakfast/ etc.	33	39.3
With friends who live in the area	2	2.4
At home	2	1.2
At my seasonal cabin	1	2.4
Other	10	11.9
Total	84	100.0

Source: Question 3.

Table A.6. Response of visitors to: “Which of the following best describes your most recent trip to Devils Tower National Monument?”

Plan for visiting the monument	N	Percent
One of several important things I planned to do during my trip passing through the Black Hills area	98	46.2
One of several important things I planned to do during an extended trip to the Black Hills area	56	26.4
Something I decided to do <i>after</i> arriving in the Black Hills area	22	10.4
Primary purpose of my trip to the Black Hills area	18	8.5
Other	18	8.5
Total	212	100.0

Source: Question 4.

Table A.7. Activities in which respondents participated during their trip to Devils Tower National Monument.

Activity	N	Percent*	Percent**
Hiking, walking, or running on monument trails	170	15.3	80.2
Watching people climb on Devils Tower	155	14.0	73.1
Watching prairie dogs at the prairie dog town	147	13.2	69.3
Nature or wildlife viewing	131	11.8	61.8
Shopping in the visitor center	128	11.5	60.4
Viewing exhibits on the trails	125	11.3	59.0
Sightseeing by automobile	96	8.6	45.3
Participating in programs at the visitor center	41	3.7	19.3
Picnicking	41	3.7	19.3
Camping at the vehicle accessible campground	39	3.5	18.4
Climbing on Devils Tower	20	1.8	9.4
Bicycling	4	0.4	1.9
Other	14	1.3	6.6
Total	1111	100.0	—

Source: Question 5.

* Base on number of *responses*.

**Base on number of *respondents* (N=212); study participants could give more than one response.

B. Visitor Characteristics

Table B.1. Gender of respondents at Devils Tower National Monument.

Table B.2. Age of respondents at Devils Tower National Monument.

Table B.3. Education level of respondents at Devils Tower National Monument.

Table B.4. Residence of respondents at Devils Tower National Monument.

Table B.1. Gender of respondents at Devils Tower National Monument.

Gender	N	Percent
Male	130	61.0
Female	83	39.0
Total	213	100.0

Source: Question 12.

Table B.2. Age of respondents at Devils Tower National Monument.

Age	N	Percent
18 - 25	11	5.2
26 - 30	8	3.8
31 - 35	17	8.0
36 - 40	29	13.7
41 - 45	38	17.9
46 - 50	38	17.9
51 - 55	23	10.8
56 - 60	18	8.5
61 - 65	14	6.6
66 - 70	13	6.1
71+	3	1.4
Total	212	100.0

Source: Question 13.

Mean = 46.5 years

Median = 46 years

Table B.3. Education level of respondents at Devils Tower National Monument.

Education level	N	Percent
Some high school	2	0.9
High school graduate or GED	23	10.8
Some college, business, or trade school	58	27.4
College graduate	55	25.9
Some graduate school	18	8.5
Masters, doctoral or professional degree	56	26.4
Total	212	100.0

Source: Question 14.

Table B.4. Residence of respondents at Devils Tower National Monument.

State	N	Percent
Minnesota	22	10.4
Wyoming	21	9.9
South Dakota	16	7.5
California	11	5.2
Colorado	11	5.2
Wisconsin	11	5.2
Michigan	9	4.2
Iowa	8	3.8
Illinois	8	3.8
Washington	8	3.8
Florida	6	2.8
Kansas	6	2.8
Missouri	6	2.8
Indiana	5	2.4
Nebraska	5	2.4
New York	4	1.9
Pennsylvania	4	1.9

State	N	Percent
Texas	4	1.9
Utah	4	1.9
Idaho	3	1.4
Kentucky	3	1.4
Ohio	3	1.4
Oregon	3	1.4
North Carolina	3	1.4
Tennessee	3	1.4
Arkansas	2	0.9
Connecticut	2	0.9
Kentucky	2	0.9
Maryland	2	0.9
Mississippi	2	0.9
Nevada	2	0.9
New Hampshire	2	0.9
Oklahoma	2	0.9
Alabama	1	0.5
Alaska	1	0.5
Arizona	1	0.5
Delaware	1	0.5
Georgia	1	0.5
Maine	1	0.5
Montana	1	0.5
New Jersey	1	0.5
North Dakota	1	0.5
Rhode Island	1	0.5
South Carolina	1	0.5
Total	212	100.0

Source: Mailing list.

C. Importance and Attainment of Experiences Sought by Respondents

Table C.1. *Importance* of experiences sought by respondents at Devils Tower National Memorial.

Table C.2. *Attainment* of experiences sought by respondents at Devils Tower National Memorial who reported the importance of specific experiences as important or very important.

Table C.1. Importance of experiences sought by respondents on their most recent trip to Devils Tower National Memorial.

Experience	N	Mean*	Percent of respondents by response category				
			very unimportant	unimportant	neither	important	very important
To enjoy scenery of the area	204	4.5	2.0	0.0	1.5	35.8	60.8
To do something with my family	197	4.3	6.1	1.0	7.1	31.0	54.8
To learn about the geology of the tower	198	4.2	2.0	1.5	9.1	54.0	33.3
To learn about the natural history of the area	196	4.1	1.0	1.5	13.8	58.7	25.0
To get away from the usual demands of life	194	3.9	5.7	4.6	21.1	35.6	33.0
To be close to nature	198	3.9	4.5	4.0	14.6	50.0	26.8
To learn about the cultural history of the area	203	3.7	5.4	4.9	19.2	51.2	19.2
To experience the natural quiet of the area	199	3.7	6.5	5.0	19.1	47.2	22.1
To recreate in a safe area	193	3.6	9.8	5.7	23.3	37.8	23.3
To relax physically	196	3.5	10.2	5.1	24.5	40.3	19.9
To get exercise	194	3.3	7.7	13.4	31.4	40.2	7.2
To be with members of my own group	184	3.3	19.0	10.3	20.7	21.2	28.8
To view a site sacred to American Indians	201	3.3	14.9	8.0	28.9	32.3	15.9
To be with people who enjoy the same things I do	191	3.2	17.3	9.9	26.2	27.7	18.8
To experience solitude	191	3.1	15.2	11.5	35.6	23.6	14.1
To feel healthier	192	2.9	16.7	15.1	38.0	22.4	7.8
To think about my personal values	190	2.9	17.4	10.5	47.4	16.8	7.9
To grow and develop spiritually	194	2.8	19.1	15.5	42.3	14.9	8.2

Table C.1. (continued)

Experience	N	Mean*	Percent of respondents by response category				
			very unimportant	unimportant	neither	important	very important
To be creative by doing something such as sketching, painting, taking photographs	193	2.8	25.4	14.0	24.4	29.0	7.3
To be on my own	192	2.6	24.5	22.9	27.6	18.8	6.3
To participate in ranger-led activities	193	2.6	21.2	18.1	43.5	14.5	2.6
To view the place where “ <i>Close Encounters of the Third Kind</i> ” was filmed	198	2.5	29.3	18.2	31.8	15.7	5.1
To challenge myself	191	2.5	23.0	19.9	44.0	8.9	4.2
To meet new people	187	2.2	32.6	25.7	31.6	7.5	2.7
To participate in traditional cultural use (religious ceremonies, etc.)	191	2.1	35.1	22.5	36.6	4.2	1.6
To share my skills and knowledge with others	186	2.1	32.8	28.5	31.2	6.5	1.1
To technical rock climb on the tower	189	1.8	56.1	13.8	25.4	2.1	2.6

Source: Question 6.

* Mean based on a 5-point scale: 1 = very unimportant, 2 = unimportant, 3 = neither unimportant nor important, 4 = important, 5 = very important

Table C.2. *Attainment* of experiences sought by respondents on their most recent visit to Devils Tower National Memorial for study participants who reported the importance of specific experiences as important or very important.

Experience	N	Mean*	Percent of respondents by response category			
			Did not attain	Somewhat attained	Moderately attained	Totally attained
To be with members of my own group	83	3.8	1.2	0.0	12.0	86.7
To do something with my family	156	3.8	1.3	1.9	14.7	82.1
To enjoy scenery of the area	179	3.8	1.1	3.4	14.5	81.0
To recreate in a safe area	107	3.7	0.9	1.9	27.1	70.1
To be with people who enjoy the same things I do	80	3.6	2.5	2.5	27.5	67.5
To view the place where “ <i>Close Encounters of the Third Kind</i> ” was filmed	41	3.6	2.4	7.3	22.0	68.3
To view a site sacred to American Indians	87	3.6	0.0	1.1	40.2	58.6
To get away from the usual demands of life	120	3.5	0.8	3.3	36.7	59.2
To be close to nature	141	3.5	0.7	5.0	39.7	54.6
To learn about the geology of the tower	157	3.4	0.6	5.1	44.6	49.7
To relax physically	107	3.4	0.9	4.7	47.7	46.7
To think about my personal values	44	3.3	0.0	9.1	52.3	38.6
To get exercise	85	3.3	2.4	8.2	43.5	45.9
To feel healthier	47	3.3	2.1	6.4	55.3	36.2
To experience the natural quiet of the area	124	3.3	2.4	9.7	47.6	40.3
To be on my own	44	3.3	0.0	11.4	50.0	38.6
To learn about the natural history of the area	147	3.3	0.0	6.1	53.7	40.1

Table C.2. (continued)

Experience	N	Mean*	Percent of respondents by response category			
			Did not attain	Somewhat attained	Moderately attained	Totally attained
To participate in ranger-led activities	32	3.2	9.4	12.5	31.3	46.9
To share my skills and knowledge with others	12	3.2	0.0	16.7	50.0	33.3
To grow and develop spiritually	42	3.2	0.0	11.9	54.8	33.3
To learn about the cultural history of the area	131	3.2	1.5	10.7	56.5	31.3
To technical rock climb on the tower	9	3.2	22.2	0.0	11.1	66.7
To challenge myself	23	3.2	13.0	4.3	34.8	47.8
To experience solitude	67	3.1	3.0	17.9	43.3	35.8
To be creative by doing something such as sketching, painting, taking photographs	81	3.1	11.1	8.6	39.5	40.7
To meet new people	17	3.1	0.0	23.5	41.2	35.3
To participate in traditional cultural use (religious ceremonies, etc.)	9	2.0	55.6	11.1	11.1	22.2

Source: Question 6.

* Means based on a 4-point scale: 1 = did not attain, 2 = somewhat attained, 3 = moderately attained, 4 = totally attained

D. Possible Problems Encountered by Respondents

Table D.1. Possible situations encountered by respondents to Devils Tower National Monument.

Table D.1. Possible situations encountered by respondents on their most recent visit to Devils Tower National Memorial.

Situation	N*	Mean**	Percent of respondents by response category				
			No problem	Slight problem	Moderate problem	Serious problem	Very serious problem
Congestion in the visitor center parking lot	206	2.0	44.2	26.2	16.5	8.3	4.9
Insufficient parking at visitor center	209	1.9	53.6	21.1	16.3	4.8	4.3
Congestion in the visitor center	204	1.9	48.5	26.0	14.7	6.4	4.4
Congestion at the prairie dog town	194	1.4	73.2	17.0	7.7	1.0	1.0
Insufficient interpretive signs	209	1.4	73.7	17.2	8.1	1.0	0.0
Congestion at the entrance station	208	1.4	73.6	15.4	7.7	2.4	1.0
Insufficient parking at pullouts for prairie dog town	199	1.4	76.4	14.6	6.0	1.5	1.5
Inadequate information about prairie dogs	194	1.3	79.4	11.3	7.7	1.0	0.5
People being inconsiderate	208	1.3	74.5	18.3	6.3	1.0	0.0
Inability to gain access to restrooms	202	1.3	84.3	9.9	3.0	1.0	2.0
Congestion on the monument roads	204	1.3	78.4	14.7	6.9	0.0	0.0
Not enough ranger-led activities	177	1.3	76.8	17.5	5.6	0.0	0.0
Congestion on the tower trail	198	1.3	76.8	16.7	5.1	1.0	0.5
Confusion on where park facilities and services are located	206	1.2	81.1	15.0	3.4	0.5	0.0
Litter	208	1.2	78.8	19.7	1.4	0.0	0.0
Conflicts with other visitors on monument roads	208	1.1	91.8	6.7	1.0	0.5	0.0
Conflicts with other visitors on monument trails	206	1.1	91.3	7.8	0.5	0.5	0.0
Confusion about rules and regulations	205	1.1	93.2	3.9	2.4	0.5	0.0

Table D.1. (continued)

Situation	N*	Mean**	Percent of respondents by response category				
			No problem	Slight problem	Moderate problem	Serious problem	Very serious problem
Evidence of pet droppings	205	1.1	90.2	8.3	1.0	0.5	0.0
Inadequate highway directional signage to the park	205	1.1	87.8	10.2	1.5	0.5	0.0
Inadequate directional signage on the main park road	204	1.1	87.7	8.3	1.5	0.5	0.0
Inadequate directional signage on trails	198	1.1	90.9	7.1	2.0	0.0	0.0

Source: Question 7.

* Study participants who reported “don’t know” are not included in this table.

** Mean based on a 5-point scale: 1 = no problem, 2 = slight problem, 3 = moderate problem, 4 = serious problem, 5 = very serious problem.

E. Crowding at the Monument

Table E.1. How crowded respondents felt at various locations during their visit to Devils Tower National Monument.

Table E.1. How crowded respondents felt at various locations during their most recent visit to Devils Tower National Monument.

Location	Percent of respondents by how crowded they felt									Reasons for feeling crowded (reporting a rating of 5 or higher)					
	Not at all crowded									Number of people	Number of vehicles	Something else			
	1	2	3	4	5	6	7	8	9				Extremely crowded		
N*	Mean**	1	2	3	4	5	6	7	8	9	N*	%****	%****	%****	
Visitor center parking lot	198	4.3	11.6	15.2	12.6	18.2	12.1	9.1	12.1	3.0	6.1	75	46.7	93.3	9.3
Visitor Center	181	4.1	14.4	12.2	15.5	18.2	16.0	6.6	5.5	7.2	4.4	63	92.1	--	12.7
Tower trail	172	2.8	29.7	21.5	19.2	17.4	8.7	2.9	1.2	0.6	0.6	20	95	--	15.0
Other park trails	68	2.0	47.1	20.6	22.1	8.8	1.5	0.0	0.0	0.0	0.0	0	--	--	--
Prairie dog town	153	2.6	33.3	20.3	18.3	12.4	11.8	2.0	0.7	1.3	0.0	21	42.9	90.5	4.5
Entrance station	190	2.6	36.8	22.1	14.7	10.0	8.9	3.7	2.1	0.5	1.1	29	34.4	89.7	3.4
Monument roads	190	2.3	31.6	29.5	21.6	11.6	4.7	0.5	0.5	0.0	0.0	8	87.5	12.5	--

Source: Question 8

* Number of respondents; the table does not include study participants who reported “don’t recall.”

** Mean based on a 9-point scale: 1 = not at all crowded, 9 = extremely crowded

*** See appendix D for other reasons respondents provided a rating of 5 or higher.

**** Percentages based on number of respondents providing reasons for giving a response of 5 or higher. Respondents could give more than one response.

F. Management Actions at the Monument

Table F.1. Respondent support or opposition concerning possible management actions at Devils Tower National Monument

Table F.2. Respondent support or opposition concerning public transit options at Devils Tower National Monument.

Table F.1. Respondent support or opposition concerning possible management actions at Devils Tower National Monument.

Management action	N	Mean*	Percent of respondents by response category				
			Strongly oppose	Oppose	neither	Support	Strongly support
Provide visitors with natural history information about the area	207	4.2	0.0	0.5	9.7	59.4	30.4
Provide more information for visitors about things to see and do in the area	209	3.9	0.0	1.4	27.3	54.1	17.2
Restrict hiking use to designated trails only	207	3.7	4.3	8.7	20.3	42.0	24.6
Restrict use to some areas to protect sensitive resources	207	3.7	1.9	7.7	24.2	49.3	16.9
Provide more parking spaces near the visitor center	206	3.7	1.0	5.8	35.0	38.8	19.4
Aggressively enforce existing rules and regulations	204	3.6	2.0	7.4	36.3	39.7	14.7
Provide more restroom facilities	206	3.5	1.5	2.9	48.1	35.4	12.1
Provide more trails in the park	206	3.5	2.9	7.3	39.3	40.3	10.2
Provide more ranger-led programs	207	3.4	0.5	2.4	55.6	35.3	6.3
Provide more park rangers to educate visitors about appropriate behavior	205	3.3	1.5	8.3	54.1	29.8	6.3
Provide more parking spaces at the prairie dog town near the entrance	204	3.2	1.0	12.7	54.9	27.5	3.9
Restrict the number of technical climbers on the tower	202	3.2	5.9	12.4	53.0	16.3	12.4
Restrict the number of people in the monument at one time	207	2.7	10.1	30.4	41.5	15.5	2.4
Limit the number of visitors allowed on the tower trail at any one time	205	2.6	12.2	31.7	40.0	12.7	3.4

Source: Question 9.

* Mean based on a 5-point scale: 1 = strongly oppose, 2 = oppose, 3 = neither oppose nor support, 4 = support, 5 = strongly support

Table F.2. Respondent support or opposition concerning public transit options at Devils Tower National Monument.

Public transport options	N	Mean*	Percent of respondents by response category				
			strongly oppose	oppose	neither	support	strongly support
Provide visitors with an option to use public transit at the monument	203	3.8	3.4	6.9	15.8	52.7	21.2
Charge a modest fee (\$1 to \$5) for using public transit at the monument	203	3.1	12.3	19.7	24.1	36.0	7.9
Restrict use to allow only public transit at the monument	205	2.5	29.8	28.8	16.1	16.1	9.3

Source: Question 10

G. Visitor Satisfaction

Table G.1. Respondent satisfaction with the quality of services provided at Devils Tower National Monument during their most recent visit.

Table G-1. Respondent satisfaction with the quality of services provided at Devils Tower National Monument during their most recent visit.

Service	N*	Mean**	Percent of respondents by response category				
			Dissatisfied	Somewhat dissatisfied	Neither	Somewhat satisfied	Satisfied
Park brochure	194	4.7	0.0	2.1	6.2	12.4	79.4
Overall quality of services at the monument	208	4.6	0.0	1.0	4.3	24.5	70.2
Park map	191	4.6	0.0	3.7	7.3	11.5	77.5
Information and directional signs	201	4.4	0.0	7.0	11.9	18.4	62.7
Exhibits in visitor center	191	4.4	0.5	2.6	14.1	24.1	58.6
Interpretive signs on monument trails	182	4.4	0.5	3.8	12.1	23.1	60.4
Assistance from park employees	173	4.4	0.6	1.2	16.8	18.5	63.0
Interpretive signs near prairie dog town	171	4.3	0.6	3.5	18.1	22.2	55.6
Book store in visitor center	178	4.2	1.1	5.1	18.5	21.3	53.9
Restrooms	191	4.0	2.6	12.0	14.7	24.1	46.6

Source: Question 11.

* The table does not include study participants who reported “didn’t use/don’t know.”

** Mean based on a 5-point scale: 1 = dissatisfied, 2 = somewhat dissatisfied, 3 = neither dissatisfied nor satisfied, 4 = somewhat satisfied, 5 = satisfied

H. Open-ended Comments

Table H.1. Response to: “Any other comments about your most recent visit to Devils Tower National Monument or suggestions about managing the monument are welcomed. Please use the space below to write your comments.”

Table H.1. Response to: “Any other comments about your most recent visit to Devils Tower National Monument or suggestions about managing the monument are welcomed. Please use the space below to write your comments.”

Comments	N	Percent
Yes	107	50.2
No	106	49.8
Total	213	100.0

Source: Question 17.

APPENDIX A
Visitor Questionnaire

Devils Tower National Monument Visitor Survey

OMB number: 1024-0224 (NPS99-027)
Expires: 5/31/00

Survey # _____

Dear visitor,

Thank you for agreeing to share your opinions about your visit to Devils Tower National Monument! This study is being conducted as a joint effort between the University of Minnesota and the National Park Service. Your feedback will provide important information and will be used to enhance visitor services and improve resources management at the monument. For more information about Devils Tower National Monument, please visit the visitor center, our web site at <http://www.nps.gov/deto> or contact the office at (307) 467-5283.



About your

visit to Devils Tower National Monument and Surrounding Area

1. Approximately how many times have you (*ever*) visited Devils Tower National Monument?

_____ Total number of visits (*including this visit*)

2. During your most recent visit, how much time did you and your group spend at Devils Tower National Monument?

If less than one day: _____ Number of HOURS

If more than one day: _____ Number of DAYS

_____ I don't recall

3. If you stayed overnight in the area during your most recent visit to the monument, where did you stay? (*check all that apply*)

_____ I did not stay overnight in the area (*go to Question 4*)

_____ At the vehicle accessible campground at the monument

_____ At a local campground, motel/hotel/bed and breakfast/ etc.

_____ With friends who live in the area

_____ At my seasonal cabin

_____ At home

_____ Other (please specify): _____

4. Which of the following best describes your most recent trip to Devils Tower National Monument? (*Check only one*)

_____ Primary purpose of my trip to the Black Hills area

_____ One of several important things I planned to do during my trip passing through the Black Hills area

_____ One of several important things I planned to do during an extended trip to the Black Hills area

_____ Something I decided to do *after* arriving in the Black Hills area

_____ Other (please specify): _____

5. On your most recent visit, what activities did you participate in at the monument? (*check all that apply*):
- | | |
|--|---|
| <input type="checkbox"/> watching prairie dogs at the prairie dog town | <input type="checkbox"/> nature or wildlife viewing |
| <input type="checkbox"/> shopping in the visitor center | <input type="checkbox"/> viewing exhibits on the trails |
| <input type="checkbox"/> hiking, walking, or running on monument trails | <input type="checkbox"/> camping at vehicle accessible campground |
| <input type="checkbox"/> climbing on Devils Tower | <input type="checkbox"/> sightseeing by automobile |
| <input type="checkbox"/> watching people climb on Devils Tower | <input type="checkbox"/> bicycling |
| <input type="checkbox"/> participating in programs at the visitor center | <input type="checkbox"/> other (specify): _____ |
| <input type="checkbox"/> picnicking | |

Reasons For Your Visit

6. Below is a list of possible experiences visitors may have while visiting Devils Tower National Monument. Please look over the list of possible experiences. After you have looked over the list, indicate how important each experience was to you *on your most recent visit* to the monument. Then, *for each experience for which you circled either a 4 or 5*, please indicate how much you were able to attain each of those experiences.

Experience	Very Unimportant	Unimportant	Neither Unimportant Nor Important	Important	Very Important	Did not Attain	Somewhat Attained	Moderately Attained	
To view the place where "Close Encounters of the 3rd Kind" (movie) was filmed	1	2	3	4	5	1	2	3	4
To be on my own	1	2	3	4	5	1	2	3	4
To get exercise	1	2	3	4	5	1	2	3	4
To do something with my family	1	2	3	4	5	1	2	3	4
To be with members of my group	1	2	3	4	5	1	2	3	4
To be with people who enjoy same things I do	1	2	3	4	5	1	2	3	4
To meet new people	1	2	3	4	5	1	2	3	4
To learn about the cultural history of the area	1	2	3	4	5	1	2	3	4
To learn about the natural history of the area	1	2	3	4	5	1	2	3	4
To learn about the geology of the tower	1	2	3	4	5	1	2	3	4
To enjoy the scenery of the area	1	2	3	4	5	1	2	3	4
To think about my personal values	1	2	3	4	5	1	2	3	4
To grow and develop spiritually	1	2	3	4	5	1	2	3	4
To relax physically	1	2	3	4	5	1	2	3	4
To get away from the usual demands of life	1	2	3	4	5	1	2	3	4
To participate in ranger-led activities	1	2	3	4	5	1	2	3	4
To be creative by doing something such as sketching, painting, taking photographs	1	2	3	4	5	1	2	3	4
To experience the natural quiet of the area	1	2	3	4	5	1	2	3	4
To recreate in a safe area	1	2	3	4	5	1	2	3	4
To participate in traditional cultural use (religious ceremonies, etc.)	1	2	3	4	5	1	2	3	4
To share my skill and knowledge with others	1	2	3	4	5	1	2	3	4
To be close to nature	1	2	3	4	5	1	2	3	4
To experience solitude	1	2	3	4	5	1	2	3	4
To view a site sacred to American Indians	1	2	3	4	5	1	2	3	4
To challenge myself	1	2	3	4	5	1	2	3	4
To feel healthier	1	2	3	4	5	1	2	3	4
To technical rock climb on the tower	1	2	3	4	5	1	2	3	4

Situations Experienced at Devils Tower National Monument

7. This question concerns possible situations you may have experienced while visiting Devils Tower National Monument on your most recent visit. Please evaluate each situation below. (Circle one number that best describes how much of a problem, if any, you found each to be).

Situation	No Problem	Slight Problem	Moderate Problem	Serious Problem	Very Serious	
Litter	1	2	3	4	5	6
Insufficient interpretive signs	1	2	3	4	5	6
People being inconsiderate	1	2	3	4	5	6
Evidence of pet droppings	1	2	3	4	5	6
Conflicts with other visitors on monument roads	1	2	3	4	5	6
Conflicts with other visitors on monument trails	1	2	3	4	5	6
Insufficient parking at pullouts for prairie dog town	1	2	3	4	5	6
Insufficient parking at visitor center	1	2	3	4	5	6
Inadequate information about prairie dogs	1	2	3	4	5	6
Confusion about rules and regulations	1	2	3	4	5	6
Confusion on where park facilities and services are located	1	2	3	4	5	6
Inability to gain access to restrooms	1	2	3	4	5	6
Not enough ranger-led activities	1	2	3	4	5	6
Congestion in the visitor center parking lot	1	2	3	4	5	6
Congestion in the visitor center	1	2	3	4	5	6
Congestion at the entrance station	1	2	3	4	5	6
Congestion at the prairie dog town	1	2	3	4	5	6
Congestion on the monument roads	1	2	3	4	5	6
Congestion on the tower trail	1	2	3	4	5	6
Inadequate highway directional signage to the park	1	2	3	4	5	6
Inadequate directional signage on the main park road	1	2	3	4	5	6
Inadequate directional signage on trails	1	2	3	4	5	6
Other things (please specify) _____						

8. We would like to know *how crowded you felt* at various locations during your most recent visit to Devils Tower National Monument. Complete columns A and B for each location you visited at Devils Tower National Monument. If you don't recall how crowded you felt, circle "0" in column A. If you did not visit the location, circle "no" in the second column, and go to the next location.

LOCATION	Did you visit the location? <i>(circle one)</i>	COLUMN A										COLUMN B	
		In general, how crowded did you feel at each location?										If you <i>circled 5 or higher</i> in Column A, what made you feel this way?	
		Not at all crowded					Extremely crowded						don't recall
At entrance station	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of people _____ number of vehicles _____ something else (specify):	
At prairie dog town near entrance station	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of people _____ number of vehicles _____ something else (specify):	
While driving on monument roads	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of vehicles _____ something else (specify):	
While on the tower trail	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of people _____ something else (specify):	
While on other park trails	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of people _____ something else (specify):	
At visitor center parking lot	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of people _____ number of vehicles _____ something else (specify):	
At visitor center	yes no <i>(go to next location)</i>	1	2	3	4	5	6	7	8	9	0	_____ number of people _____ something else (specify):	
Other location		1	2	3	4	5	6	7	8	9	0	_____ number of people _____ something else (specify):	

Management Actions

9. Given the conditions at Devils Tower National Monument when you were there, to what extent do you 'oppose' or 'support' each of the following possible management actions? (Circle one number for each action)

Management Actions	Strongly Oppose	Oppose	Neither oppose nor support	Support	Strongly Support
Provide more information for visitors about things to see and do in the area	1	2	3	4	5
Restrict use to some areas to protect sensitive resources	1	2	3	4	5
Restrict hiking use to designated trails only	1	2	3	4	5
Provide visitors with natural history information about the area	1	2	3	4	5
Provide more trails in the park	1	2	3	4	5
Provide more ranger-led programs	1	2	3	4	5
Restrict the number of people in the monument at any one time	1	2	3	4	5
Limit the number of visitors allowed on the tower trail at any one time	1	2	3	4	5
Provide more park rangers to educate visitors about appropriate behavior	1	2	3	4	5
Aggressively enforce existing rules and regulations	1	2	3	4	5
Provide more restroom facilities	1	2	3	4	5
Provide more parking spaces near the visitor center	1	2	3	4	5
Provide more parking spaces at the prairie dog town near the entrance station	1	2	3	4	5
Restrict the number of technical climbers on the tower	1	2	3	4	5

10. To reduce congestion in the monument during peak summer visitation, Devils Tower National Monument is considering using a public transit system, such as a shuttle bus system. Please indicate the extent that you 'oppose' or 'support' each of the following options related to a public transit system at the monument. (Circle one number for each option.)

Public Transit Options	Strongly Oppose	Oppose	Neither oppose nor support	Support	Strongly Support
Restrict use to allow only public transit at the monument	1	2	3	4	5
Provide visitors with an option to use public transit at the monument	1	2	3	4	5
Charge a modest fee (\$1 to \$5) for using public transit at the monument	1	2	3	4	5

Other options (specify):

Please explain the reasons for your responses to the public transit options above:

Service Quality and Visitor Satisfaction

11. On your most recent visit, how satisfied were you with the quality of the services provided at Devils Tower National Monument? (*circle one number for each item*)

Service Quality	Dissatisfied	Somewhat Dissatisfied	Neither Dissatisfied nor satisfied	Somewhat Satisfied	Satisfied	
Park map	1	2	3	4	5	6
Park brochure	1	2	3	4	5	6
Exhibits in the visitor center	1	2	3	4	5	6
Book store in the visitor center	1	2	3	4	5	6
Information and directional signs	1	2	3	4	5	6
Interpretive signs on monument trails	1	2	3	4	5	6
Interpretive signs near prairie dog town	1	2	3	4	5	6
Assistance from park employees	1	2	3	4	5	6
Restrooms	1	2	3	4	5	6
Overall quality of services at the monument	1	2	3	4	5	6

About You

12. What is your gender? Female Male

13. What is your age? _____ years

14. What is the highest level of education you have completed? (check one)

- 8th grade or less
- Some high school
- High school graduate or GED
- Some college, business or trade school
- College graduate
- Some graduate school
- Masters, doctoral or professional degree

15. Any other comments about your most recent visit to Devils Tower National Monument or suggestions about managing the monument are welcomed. Please use the space below to write your comments.

Thank you for your help!

If you want more information about this study, contact the University of Minnesota Cooperative Park Studies Program, 115 Green Hall, 1530 Cleveland Avenue North, St. Paul, MN 55108-1027, 612-624-3699.

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by the National Park Service to improve resource management and visitor services at Devils Tower National Monument. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. The information you provide will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to 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 15 minutes per respondent. Direct comments regarding the burden estimate or any other aspect of this form to the Office of Information and Regulatory Affairs of OMB, Attention Desk Officer for the Interior Department, Paperwork Reduction Project 1024-0224 (NPS99-027), and to the Information Collection Clearance Officer, WASO APC, Accountability and Audits Team, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

APPENDIX B

First Reminder Letter

Dear Devils Tower National Monument Visitor,

We need your help! National Park Service managers are currently developing a new general management plan for Devils Tower National Monument. During your visit to Devils Tower this summer you agreed to participate in the public involvement process. You have been selected as one of a few visitors to Devils Tower to respond to a questionnaire about your experiences and opinions about the Monument. Your opinions will provide us with valuable information about which issues should be addressed in the management plan.

Please complete the enclosed questionnaire and return it as soon as possible using the prepaid, self-addressed envelope provided.

Your participation in this study is very important and it should take less than 20 minutes of your time to complete the questionnaire. This is an opportunity for you to offer your opinions and comments about resource management and visitor use at Devils Tower National Monument. Of course, this questionnaire is *voluntary* and *confidentiality will be maintained*.

If you have any questions about this study, please feel free to contact me at the address shown on the letterhead or by phone.

Thank you for your help!

Sincerely,

David W. Lime
Senior Research Associate
(612) 624-2250
dlime@forestry.umn.edu

APPENDIX C

Second Reminder Letter

Dear Devils Tower National Monument Visitor,

About a month ago you received a questionnaire from the University of Minnesota asking you to offer your opinions and comments concerning your experiences at and opinions about Devils Tower National Monument.

So far we have not received your completed questionnaire. Because we've contacted a small number of visitors for this study, we need to receive as many completed questionnaires as possible. Your cooperation is extremely important. In the event that you did not receive the first questionnaire or no longer have it, another questionnaire is enclosed. Please complete and mail this questionnaire at your earliest convenience. It will not take more than 15 minutes of your time.

This is an opportunity for you to offer your opinions and comments about resource management and visitor services at the Monument. Of course, this survey is *voluntary and your confidentiality will be maintained*.

We know the holiday season is a busy time for everyone. I really appreciate you taking time out of your busy schedule to respond to this questionnaire.

If you have any questions, please feel free to contact me at the address shown on the letterhead or by phone.

Thank you for your help!

Sincerely,

David W. Lime
Senior Research Associate
(612) 624-2250
dlime@forestry.umn.edu

APPENDIX D

Respondents' Reasons for Feeling Crowded at Various Locations at the Monument

Respondents indicating they felt crowded at various locations at the monument (reporting ratings of 5 or higher, column A of questionnaire) were asked to explain what made them feel that way (column B of questionnaire). Respondents indicated whether they felt crowded because of the number of people, the number of vehicles, or something else. The verbatim comments of respondents reporting "something else" and "number of vehicles" made them feel crowded at the monument are presented in this appendix.

Verbatim comments of respondents who reported feeling crowded at various locations at the monument

At visitor center parking lot (something else)

- Large motor homes
- Not enough parking spaces
- Dogs running loose
- RV parking problem
- No room to park
- Few RV spaces
- Campers
- There was no parking for large vehicles

At visitor center (something else)

- Restrooms small, need more toilets commodes. Too many steps to restrooms.
- Too small an area
- All rooms full
- As we held the door for our daughter in her wheelchair, several people kept coming out as if we were holding it for them. Very inconsiderate.
- Small walking area

Cramped conditions at visitor center

Number of people in gift shop, not educational part of visitor center

While on the tower trail (something else)

People spread out across trail. I walk fast & could not pass.

Narrow paths

But this (number of people) is OK. Go to Europe! It's packed!

At prairie dog town near entrance station (something else)

Motor homes. 2 large

At entrance station (number of vehicles)

Vehicle backup

At entrance station (something else)

Motorcycles

While driving on monument roads (something else)

Some people going too fast

APPENDIX E

Other options for public transit at the monument: Verbatim responses to question 10

Handicap & Senior

fee only if an option, not requirement

Restrict use of large vehicles (over 6000 lb) - large campers, SUVs & all motor homes. An option you are overlooking is motor vehicle parking at the entrance and mountain bike/hiking (non motorized vehicle) trails leading into park. A lot of people would enjoy biking into the park, but not on shared roads, particularly narrow shared park roads. This would be a cheap, voluntary way to reduce congestion at all parks!

Use vans for smaller groups or families that want to see the whole park.

Entrance fee to park should cover transit cost.

Allow only public & put fee into entrance cost

provide more parking spaces

public transit system that will “improve flow” without restrictions.

Keep motor homes at entrance area.

Due to the increasing popularity of this site, it will become more important to avoid congestion and the need to add parking or limit access. Public transit as an option will help – if public transit is offered users should pay.

You want to have families visit – Transit should be included in the park entrance fee

We see no reason that vehicle traffic should not be restricted in the event that private vehicles are being destructive; however, if the monument does restrict all private transportation then public transit should be included within entrance fee to park – not additional. Should allow bicycle & foot traffic without restrictions.

Elevator to the top & monorail around bottom. I know it's expensive but can you imagine!

APPENDIX F

Respondents were asked to explain the reasons for their responses to the public transit options. These are their verbatim responses.

Explanations for responses to public transit options: Verbatim responses to Question 10

If public transit is developed, it should be mandatory use. Not optional use. Only exception would be handicapped access.

It appeared that parking might be an issue at peak times (we were there early on a rainy day), especially for those pulling campers (as we were). In those circumstances, the option to "park & ride" would be beneficial. It seems that would be more consistent with the area - rather than destroy more of the natural scenery around the tower for parking lots.

Public transit would be an option for convenience. I would participate.

Restriction to allow only public transit takes away from the enjoyment of the visit and a lot of persons would not visit. I wouldn't. Options of public transit is a good idea but not sure if it would be used enough. Charge of \$1.00 might be OK. My opinion is to make more parking spaces and monitor that park correctly.

Public transit would help with parking and traffic problems.

To preserve the park as it is now so that our children & grand children have a park to use as we do today.

Congestion at the parking lot is a real problem but expanding parking so close to the monument is a very unappealing option that would seriously detract from the tower's beauty. Public transit would eliminate the problem without I think public transit is a good option as long as it remains an option. The public transit fee should only be charged if it is outside of the park so as to give people the incentive to pay for the transit as opposed to paying just to drive into the park.

compromising the tower.

Don't waste money here, spend it somewhere else at the site.

Should not be mandated. If provided, use should be a chargeable option.

All they need are more parking spaces.

I think people should have an option to drive there or use a bus; especially older people.

\$5 is too expensive. \$1-2 is sufficient. Children under 12 should pay .25 - .50 cents. I have six young children. We all enjoyed our trip to the tower. Although it was an expensive trip, we would return. If transit costs or other costs increased significantly, I would not come back. It will be too costly for us. Solution: offer appealing discounts for large families.

I paid once to get into the park. I don't want to pay again for a ride when I have my own vehicle.

It's about the only way to limit traffic congestion at the visitor center which would make approaching Devils Tower more enjoyable.

If I couldn't drive up, I probably would quit stopping there. It is very important, though, that that option be available to those who choose it. It would also allow for information tour time (tour bus thing).

While I usually support and use public transit at sites like this, I don't know enough about the situation to intelligently comment on it.

Make it easier to use shuttle than drive!

You should not restrict the public's right to visit its national monuments anywhere in any way but give the option to the public to use an alternate way of getting there.

Need to put parking lot before main gate and shuttle up to mountain.

We've been to Harpers Ferry in Virginia - public transit is the only way in - it was GREAT! No hassle with parking, etc.

I think you should limit the number of people allowed into the park in their own vehicles. Then the overflow should only be admitted by free shuttle bus service.

When I go to any national park, I am not there so I can ride on a bus or any other form of public transportation. I feel that it should be an option for those who want to ride on some sort of public transit while at the park. And those who wish to ride/use the public transit should then also absorb the cost of maintaining that public transit system, not all park visitors in the form of increased entrance fees.

This is a sacred site, it should not be open to public display.

Public transit would reduce car traffic. It would also allow rangers a method of admitting certain #s of people to the park.

Mainly I did not experience much traffic congestion at Devils Tower. Some additional parking might help at the visitor's center. Large popular parks (Grand Canyon South Rim, Yosemite, Yellowstone) should eliminate vehicles in the park during peak months, maybe vehicles over 6000 at any time.

Fee would discourage families with young children. With young families, it's nice to have the car relatively close - rather than transferring a lot of baggage (drinks/snacks. Diaper bag, etc to public transit).

I firmly believe in the use of safe public transit.

It reduces traffic & the parking problems and pollution (overall). Maybe only allow privately owned vehicles of handicapped visitors who may have trouble using a transit system.

Give an option. \$5 is way too much to charge for what you get to see. Especially on top of the initial charge.

I wouldn't be comfortable with it!

You pay a fee to get into the park so why pay for transit

I would like to see very little construction being done in the Park, and if the shuttle system is used right, you will have groups going at different times & should cut down on over crowding & the Park should be able to stay the same size & let people see it the way it had been for years & should stay that way.

Transportation problems not evident to us.

I think public transit would eliminate the traffic, noise, and return the park to its natural state.

Don't personally want to be with bus people but for those who don't mind then fine for them.

Public transit would eliminate parking problem & be useful for crowd control. Some vehicle travel should be allowed for handicapped people and climbers.

Public transit is fine for some people, but others want to picnic in the park but won't want to deal with transferring coolers etc. to & from buses. People with small children may also have a problem with this, carrying diaper bags, bottles, etc. where they go in the park rather than being able to leave them in their car.

If it controls congestion, why not?

Using a public transit system would cause less congestion and pollution and noise. It would enhance the quiet atmosphere of the park.

Devils Tower lends itself to public

transportation since it is a day use facility for most visitors. Providing transportation for visitors to use would be a positive step in reducing congestion.

Public transit would be a great way to decrease congestion without having to destroy land to create more roads or parking areas.

I think public transportation would enhance the serenity of the monument. Allow visitors to unload at prairie dogs for as long as they like...

I don't like restriction and/or public transportation at public parks, monuments, etc. – but due to the number of visitors I realize some real problems exist – I suppose we will be faced with more & more public (mass) transportation –

We would not use public transit and we would not have visited if this was the only option.

People should have the option of choosing between public transit and personal vehicles – especially families with several/small children or families with a member who has a physical challenge or is in some way incapacitated.

I parked in the campground and hiked everywhere, so did not feel the effects of congestion. Only the Tower trail was at all crowded. I think the park should be protected.

I would probably think twice about visiting the monument if there was only public transit.

Give people the option to decide which transportation means to use. Not everybody can easily switch to public transit. Also, give people individual freedom to go and stay at different places without adhering to a bus schedule.

I think it would help with crowd control & visitors stopping personal vehicles in the middle of roads to sightsee etc.

Was not crowded when we visited; if crowded at times I do not know.

If people wish to go as a group fine, but there

are others who wish for solitary time.

When I was at the tower it was moderately crowded. I have no problems to use public transit like in Grand Canyon, rather than limit access.

Already charge enough at entrance

(1) We already pay way too much in taxes for govt. intervention in our lives which is largely unnecessary. (2) Inconvenience of having to go when the shuttle goes instead of when I want to go & return. (3) The congestion when I visited in July 1999 warranted no change in accessing the roads and trails. If there is a more contested time, when is it? Even at the ranger station at the entrance we talked to the ranger for about 5 minutes with no traffic backup.

Public transit sounds useful to me. Most day visitors (like us) are heading to the visitor center anyway. It would reduce the need for parking lots all around the base of the Tower.

If visitors can't respect or obey rules of the park, then the visitor should be restricted!!

Vehicle traffic is a problem at most National Parks; Devils Tower is not as bad as some. A small fee is OK, but should be included in the Golden Eagle cost.

Want to come & go when I'm ready. Also don't want to pay a fee or put up with kids crying or etc. on a public transit vehicle.

We were there near the end of July. It was not overly crowded. A shuttle bus system would be a great way to reduce the number of vehicles in the parking lot.

Oppose restrictions because of handicap requirements (convenience) for won vehicle.

\$5.00 is too high. \$2.00 to \$3.00 is enough per person. Visitors should have the option to use public transit. Public transit would help alleviate the traffic problem during the summer months. I'm not sure if people would use the public

transit if the fee was to high (\$5.00). A possible solution would be to provide public transit only during the summer months (peak times).

I don't like the idea of no cars being allowed because if someone is just passing by and decides to stop for a short time at the monument they might not have time to take the public transit. However, I think offering it as an option is a great idea.

Public transportation can be good if crowds but walking is better.

Great idea especially if there was adequate parking where visitors get on the transit, especially for RVs, campers, etc. A transit would alleviate the parking problem w/o expanding the existing parking lot. Campers, especially, shouldn't be allowed at the visitor center. Charging a fee for the transit would only discourage use. The transit could run every 30 minutes. It would be good if the transit parking lot was near the store.

Public transit will protect natural scenery and organize visits, but it will restrict visitor's view and enjoyment of the monument.

This would be a good option especially for visiting with large vehicles or pulling camper trailers.

If parking is a problem, keep the cars out! (It wasn't when I was there)

Only being there when it was not crowded, I'm not sure what the norm is.

Parking was atrocious when we were there, but more parking would take away from the natural beauty of the park. A public transport system would be great if it wasn't too expensive. With the cost of entering the park, a high fee could Public transit is always a good option. Will it allow local people to visit more often?

I support providing another means to reach the tower. However, a family of 5 or more is soon

keep families from being able to enter the park.

The second time I came was with a class 3 motor home (fairly short). The spaces to park came & went but there was an opening for me. Both times I was there (mornings) I had no problems. I'm not a mass transit person, and would rather walk further than park & ride.

Climbers would have a hard time getting their gear onto a shuttle bus. Some would want to go to the car for snacks, baby-items, etc.

My major concern is access for Native Americans. I live on a reservation in NE MT and many people there are limited in disposable income.

A shuttle bus service would be a great addition to the park. The cost should be included in the entrance fee, not billed as a separate charge. If mandatory, the bus must have convenient storage for coolers. Permits could be issued for vehicles for handicapped, large occupancy, or large load (climbing gear, etc). If optional, the total price of the entrance & bus usage must be less than the total price of personal automobile to encourage usage. Perhaps a separate fee could be charged for autos & RVs, monument parking, or picnicking.

It is a good option if needed.

Please don't get huge buses like in the needles. They stink & are obtrusive.

Visitors need option of public transit, but as an option charging a fee could defeat its purpose.

Had no problem in driving in or out of park. Our vehicle was only one at prairie dog town.

If I had no choice but public transit I would not go. Riding my motorcycle made it worthwhile.

limited on what they can afford. Everything costs money on a vacation. Getting into the park is enough... Any more, and I probably wouldn't stop at Devils Tower.

We came in by motorcycle. To leave our bike and take a bus in does not appeal to us at all. We enjoyed going slow, enjoying the view, and keeping our bike with us.

For a family a \$5/person public transit fee seems a little high given the short distance traveled and the inconvenience of not being able to easily access things in the car (snacks, cameras, etc.)

If I recall, it was \$8 to get in. Charge \$10 & make the shuttle mandatory! It's all about seeing a beautiful monument. Put nature first & convenience only as needed (like for handicapped). People don't need to be able to park at the foot of Devils Tower.

Of course it makes sense to regulate traffic, but to restrict traffic could cause problems. Many people visit, but would be very upset if they were turned away based on traffic. If public transportation is suggested, then it has to be an option and very affordable (.50 -\$1) if it is to be successful.

I oppose public transit that will require a fee (additional). Devils Tower is a unique geological site and currently affordable for anyone that can afford to get to the Black Hills. Don't add anything to the COST.

I would like to be able to drive a car, but if congestion is a problem I would be willing to use public transit.

I think people should be allowed to drive if they prefer. Everyone doesn't like to be rushed through things they would like to spend more time viewing.

We came during the last 2 weeks in August & did not experience much congestion at all.

Maybe a good option for people in large recreational vehicles, plus could provide interpretive facts as you go.

A modest fee would be \$1.00. \$5.00 is not a modest fee to most families. Many people visit our national parks & monuments due to the

It would just fill the park with more cars!!!

Those willing to use mass transit available should be rewarded by not having to pay.

Charging for use of pub. transport would not encourage people to use it – if it were optional. If pub. transport is not optional, then the fee could be rolled into the entrance fee. Having a choice of pub. or private transport allows more flexibility.

There would be waiting... and people hate to wait! And I would be near these people and have to listen to them gripe!!

I'm sure people would rather be given the option, rather than depending & having to pay for a "crowded" bus.

DTNM is a very small place. Public transit makes sense.

I feel that the way things are run now is great. I just feel the more & more we modernize these parks we get away from the natural way it should be. We're there to walk & hike so if we have to walk to the tower from where we parked there is just more to see.

I would be worried that if public transit were the only option & if you charged \$5 a person, that there would be people unable to visit their monument due to financial limitations.

affordability; thereby giving their children an education as well as a vacation.

We were there after the summer rush. If public transport is needed, get on with it.

Freedom, just provide more parking space

I am in favor of the shuttle bus system.

I think it could be an option at no extra fee.

Good option for individuals that chose not to drive the road to the top.

In my case, I had two individuals with health problems that needed items that were available in the recreational vehicle. We were also unsure of how much activity they could participate in so they were able to return to the RV when and if necessary.

People on vacation usually have articles in their vehicle that they don't feel comfortable leaving off somewhere else if they have to take a shuttle. I personally would not visit under these circumstances.

Restrictions on use of private transit to monument should only be imposed during high use times. We planned our visit to be at a time of lower usage so as to avoid crowds.

Although the monument was not crowded when I visited, I imagine it is in the peak summer. I think it's important to protect our national Parks & monuments from damage due to traffic, overcrowding, and pollution.

I like to stay within access to my own vehicle, for food or other things. It is my home when I am on the road.

Want the option of driving or using transit, and feel that entrance fee should be sufficient to cover use of transit.

APPENDIX G

Open-ended Responses to Question 15

Any other comments about your most recent visit to Devils Tower National Monument or suggestions about managing the monument are welcomed. Please use the space below to write your comments.

One of the staff members in the visitor center was rude.

We enjoyed our visits and would recommend others to visit. Parking very congested especially for RVs. Need more post cards selection and souvenirs in visitor center. The few cards were overpriced - only had 2 selections.

Pretty area, but surprised at the shabbiness of the park facilities. This survey is too long.

Devil's Tower is a treasure that I never get tired of visiting. While there are many competing interests regarding its management, I think it's more than appropriate to err on the side of preserving & protecting the monument rather than "enhancing" visitor facilities.

Unfortunately, my time at the Monument was very limited. I was there in mid-July and there were quite a few visitors, but it was a rainy day so the crowd thinned out. I STRONGLY oppose disrupting the environment to make more roads & trails.

We visited 17 sites managed by the National Park System on this trip; consequently, we are vague if answers to some questions were from this or other sites.

The gift shop needs to have gifts that kids & others can afford. Had some offensive things for young eyes. Make it a shop where kids feel they can afford items.

Prairie dogs carry the plague & people were too close. Viewing areas should be restricted.

Separate RV camping & tent camper. Neither appreciates the other.

Just would like you to know that as a family we really enjoyed the area. My 16 year old, however, wanted to do some climbing which I wouldn't let him. However, he plans to come back and climb later.

Thoroughly enjoyed the monument.

[name] helped us while in the park at the tower. She is (or was) an employee of the park. Excellent personality and fun loving. She made our trip all the more fun. We will definitely return knowing [name] there.

Use of credit card to pay entrance fee would be much, much better.

The area is clean and well-managed. Both of my visits to the area have been good. As a former technical climber, I oppose further restrictions that may be placed on climbers.

We stop as a family every other year or so on vacation between ND & CO. Black Hills became very congested when just traveling through where in Devils Tower is interesting enough to stop & small enough to not severely delay our traveling. We go mostly for the tower trail to help us get the driving out of our system. Rangers were great, better than 15-20 years ago.

I had a very nice visit. The campground was very nice as well. I'm sure I'll visit again.

End rock climbing on Tower. There are many other nearby places to do this. It's becoming an outdoor gym of extreme sports...almost a theme park!

We enjoyed our visit & would have liked to spend more time, but were on a tight schedule. I strongly feel the area shouldn't be commercialized more but kept as natural as

possible, while at the same time keeping in mind that it is a National Monument for all people to see and enjoy!

We couldn't have asked for a better visit as a thunder storm hit while we were there and the tower was highlighted with swirling boiling clouds complete with lightning and I got it all on video! Talk about close encounters!! Thank you for selecting us for your survey.

Will see it in the new millennium and am very sure to enjoy it as I did in 1999. I thank you and your fine group of people.

Visiting such a short time - did not do the monument justice. We would return again. It would be neat to experience it on a less crowded trail so one would have time for reflection. You may already have such a trail. Thanks! for making our visit as pleasant as possible.

We loved the campground!

It is difficult in a single visit to feel adequately informed on most of these issues. It is true that we found the visitor's center area seemingly parked to capacity, but were not uncomfortable about the numbers on the Tower Trail which was, for us, the feature attraction.

Enjoyed the monument very much, it was our main reason for going to the area and was a key factor in planning our trip from the Midwest. We were very satisfied with our visit.

I thought most of the items in the book store were priced too high.

I was coming back from a 5 day vision quest at the "Medicine Wheel" in Wyoming. I had just spent 5 days in the total solitude and was not in the mood for a lot of people. I would have probably enjoyed it more if it weren't for that.

Would like to visit again!

Keep ahead on control of noxious weeds.

Generally I enjoyed my visit and though Devils

Tower was a well run park. One thing you might add, this applies to all natural parks and monument, is trail access for mountain bikes. This restriction was a serious deficiency at Devils Tower, as it is at almost all national parks and monuments.

I love the monument and will return every ten years for the rest of my life. Please take good care of our treasure!

I think we need to start living along & just enjoy nature & the way things were set up for use in the past. We don not need to change names or for what purpose the National Monument was made for in the first place.

A rare and inspiring natural feature. Exhibits at visitor center could use a "boost"—did not seem as comprehensive or attractively presented as at many parks. Campfire program ("Buffalo Bill") very, very enjoyable—kids loved it. Campground looked inviting, but we opted for hot showers @ KOA instead.

It was an overall awesome experience. My wife and I were awestruck at the size of Devils Tower. Keep up the good joy you are doing. Thank you for allowing me to contribute my comments.

We enjoyed the visit. Wish we could have stayed longer.

We had a great time at the monument. The campground was great and the view out of this world!

Potholes in visitor center parking lot. Give people a chance to see the monument with a dog. Open pet policy with strong enforcement for violations. (Leash law & clean up)

I am not a government lover (I am conservative on most issues) but I feel the park service does a good job—we have visited several national parks as well as state camping parks—most are well managed.

Mostly I would like to see more signs at prairie

dog area and more history of monument.

My husband and I (from California) were in Gillette for the high school rodeo national finals – our granddaughter from Florida was a competitor. On a day she did not compete, we visited Devils Tower. An awesome experience. Thank you for the opportunity to take part in the Devils Tower National Monument visitor survey.

I enjoyed hiking and the rangers and campground hosts were great.

Weather inhibited our ability to see the fog (rain/fog)

We had a wonderful & educational experience touring the Black Hills area. This was our second visit. We missed Devils Tower on our first trip and are very glad we made it this time. Highly recommend a stop to everyone!

Very enjoyable experience. Will revisit whenever I'm in the area.

It was drizzling at the time of our visit, therefore we did not spend too much time there. Was disappointed we could not see the top because of cloud cover, not the park's fault.

We had a wonderful time. Took many fotos. We will be back again in a couple of years.

Providing a shuttle bus sounds like a good idea. I think keeping cars away from the base of the tower would help keep the environment seem more "natural" and not as rushed.

How about a device that indicates "N" an occasional north arrow on the trails.

The park was very enjoyable. Thank you.

You have a very nice, peaceful National Monument. International visitors there when I was, all very respectful. Keep up the good work.

I have only visited fall when it is very lovely, and uncrowded. It was important to visit an

Indian area that is sacred today. It is a good monument!

I strongly feel that there should be a fee charged to oversized RVs in all national parks. The impact on park roads, campgrounds, tunnels, etc. is very negative & significant. Bus-sized "RVs" usually are occupied by 2 senior citizens & a dog who get a Golden Age discount but I feel that over the years have degraded the national park experience. Many park roads have been widened to accommodate these oversized RVs at public expense. Campsites have to be enlarged, graveled, pull-ins installed, etc. to allow oversized RVs to park. The electric generators they use cause noise and air pollution. The gaudy "camp lights" and "insect repellent lights" are an eyesore & nuisance. If an extra fee were charged for these excessive behemoths, this could offset impact on park maintenance and possibly (hopefully?) discourage their use. There has to be a limit. This growing fleet of luxury travel homes is detracting from the quality of the park experience that attracts most visitors. Money that should be spent maintaining trails and other park facilities are being spend widening roads and campground parking sites. (Note: I realize I'm rambling & this is a "pet-peeve" of mine but in the 25 years of national park visitation, I've noticed an increase in huge-sized RV use, and a decline in park maintenance.

It was raining the day we visited so this could have explained extra congestion in the visitor areas.

Long line to use the restroom.

We just drove thru the area mostly & found it to be interesting & had no problems with anything there—it's a nice place.

My kids loved it (ages 9 & 11)

People going too fast in cars. We enjoyed our stay. It was more magnificent than I expected! We enjoyed our hike around.

We were there late afternoon. It was pleasant &

not congested.

No information was available at the entrance about camping, fees, etc. I had to park our vehicle and walk in to find out what we wanted to know.

Bathroom not big enough

There was not much for signs as you progressed to the site along the highway. You don't know if you're on the right road or not, but when you finally see the tower fairly close you are quite impressed and all is forgiven. This was my second time there and I remember this questionable route this time I was patient knowing that I should be on the correct road and it still was a good surprise when it came into view. All fed. parks are spendy though. The first time I went some women questioned if it was too far around but when my wife went with crutches they decided that it wasn't too far for them. I believe that the people that got out of their way to see this tower are more natural types and have more physical go than some urban monument visitors. You have a million acres to find the parking area for cars. I don't see you problem. Unless the enviro nuts are causing the parking space problem.

We had a great time and will visit again.

Enjoyed very much

We were up early and left by 7:00 AM and came in about 7-8 PM the night before so –we haven't a clue what it would be like at "prime time." I'm most concerned again about the situation for Native Americans and rock climbers. Since this is a religious site for many Native Americans, I would not be adverse to closing the Tower to climbing and it would seem appropriate to change the name back to the name Bear Lodge. To call a religious site Devil's Tower seems like bad form.

We were there 3rd week of August. We enjoyed our visit!

Park needs modern visitor center. Improve or

build a modern visitor center. We had a great time at the park.

The lack of biking trails kinda stinks, but I love the place!

My perceptions about congestion may have been influenced by the fact we were there the week in Aug with the Harley Davidson bikers; take that away & overall congestion was not a big problem. Devils Tower is a beautiful area which holds very special family history for me. I hope to return again with my family and not find too many changes to the area.

It was fine. No complaints.

Loved it

We arrived early in the morning & experienced little congestion due to the time of arrival.

Take into consideration it was bike week

The staff working the parking lot was extremely polite and friendly. It was a hot day, yet they maintained an upbeat outlook. This was our first visit. I have strongly encourage others to visit this site when in the area. Keep up the good work!

Clearly we came at a time when we encountered few problems and felt no reason to be unhappy. (First week in July) Congestion and inconsiderate visitors were simply not a problem. We were able to partake of an evening program in the campground—something which we rarely get to in all of our stay in parks. We found our stay pleasant and a welcome stop on a lengthy tour from the east to WY.

Most problems I had seemed related to (A) high # of motorcycles taking parking spots (though not the bikers, who were fine/courteous as anyone else) (B) a tour bus group—the visitor station could be bigger & more spacious.

We were at the tower when it was relatively quiet. Please don't regulate climbing, until it gets out of hand. My climbing experience was

great, but challenging. Fixed anchors are necessary to keep the monument clean and safe. Voluntary ban in June is appropriate, but needs to be advertised so people don't get caught unaware.

We really enjoy our visits every time

One of our nation's many WONDERS. Keep it accessible to the public!

It was a wonderful experience. I hate to see limits needed, but the protection of the natural resources must come first.

Provide better signs

I took my family on my most recent trip. I have climbed at the tower many times in the past, and would like to climb with my kids when they're older. I encourage facilities to reduce congestion if needed, but solitude is not a big issue to me at this location. Shuttles, not more parking seems more appropriate. I support the voluntary climbing restrictions, but do not favor mandatory closures and unnecessary quotas or regulation.

The park service seems to be doing a good job at Devils Tower. We really had no complaints, was not too crowded when we were there, but would have been no fun if it was mobbed.

Upgrade restrooms. No vehicles in tow on "tower road." No motor homes. Bees were a problem in the parking area! Maybe charge for parking as is done at Mount Rushmore.

Would be nice to know the distance around the monument and average time it takes to complete the trail. I did not go all the way because of a time limit.

We enjoyed our visit to the monument tremendously! The only disappointment was the profusion of tacky stuff outside the monument!

My family and loved it! Would love to go back soon, and will!

We were pleasantly surprised by the unspoiled beauty of this park, the friendliness of park staff and the impact of the monument.

We had a great time. Saw a lot of children off the trails climbing into the areas around the tower. They were not supervised nor was there any rangers along the tower trails to regulate this type of behavior.

Lots of bees around garbage cans. Too many questions on this survey. The tower was "awesome."

We had a great short trip. Whole family enjoyed prairie dog town & tower views—I wish I was a rock climber!

We had a great time at the tower! Let's keep it as natural & close to its original looks as possible. It's beautiful there. It was our best site during our trip!

Mostly enjoyable time. Our son, daughter-in-law came to see us in Sept 99 and this was one of the sites we recommended for them to visit. They had a great time, beautiful area. Very enjoyable visit.

We enjoyed the visit very much. When we were there, it was not very congested & we had a nice visit.

The kids really enjoyed the prairie dogs. The summer time bees made it difficult to get in & out of the car.

Spectacular!

It is a beautiful place and it is a breath taking sight to see.

We will someday return we were impressed with the geology and beauty of the area! We tell all interested persons about this monument and suggest that they vacation there, as well.

Smokey campfires are not only annoying but are also very unhealthy—I wish all federal and state park systems would eliminate campfires. With modern camp stoves—no one has to have a

campfire. The campsites are too close together to escape the smoke from other campsites. We enjoyed our visit.

As there is no dump station in the park we had to go to one of the off site campgrounds to dump our holding tanks; they charge twice what other parks charge (\$7.00 - \$9.00) (normally \$3.00 - \$4.00). Since they insist on gouging Devil's Tower visitors it would be nice if the National Park had a dump station. We traveled 22 states this summer and this was the only time we experience problems dumping our tanks. Wonderful experience. Great campground!! So very glad we went.

It was evident you were sincerely trying to make the tower an enjoyable adventure. Keep up the good work. We had a great visit.

Interesting to see what erosion can do. From the Black Hills to Yellowstone to Flagstaff, erosion is prominently on display.

It was a very good experience. Should have Lakota people in your employment also. In my trip to Devils Tower I did not see one Native American working there. I believe you should put some on your staff who have knowledge about the mountain. Possibly a college graduate student or someone with college background.

Enjoyed. We were there in late Aug so there weren't a lot of people there.

If you enlarge parking areas, do not obliterate the beauty of the place. People go there to be in awe of the place. Don't spoil it with man-made concrete!

We could not find restrooms that had handicapped access at the visitor center. Nice park—Please preserve for the future. Please enforce the no feeding policy for the prairie dogs.

The staff was very helpful. However, we needed to use the emergency medical technician and the equipment he was using did not work correctly. My mother was stung by a bee & is allergic. It is

very important that this equipment, though seldom used, is tested on a regular basis and replaced when necessary. Someone in the future may not be so lucky. Keep up the concern for our natural environment; it is needed!

Please don't go to the shuttle system of visiting. It's an impressive site.

I had long wanted to visit Devils Tower and was in no way disappointed. The experience was totally satisfying in every aspect.

Was much more impressed with Devils Tower than I expected. It's an amazing place!

Please do not restrict climbing. I do not climb but seeing other climb adds to the adventure. It also gives some perspective on the size of the monument when you see someone half way up. Also the parking lot needs more room for campers & RVs.

Can you imagine taking an elevator to the top after getting off monorail scenic route. Thanx.

We visited the park in July and found the beginning/end of trail crowded, but crowd dispersed along trail. Too many restrictions/quotas do not contribute to sense of "getting away from it all."