

National Wildlife Refuge Visitor Survey 2010/2011: Individual Refuge Results for Kīlauea Point National Wildlife Refuge

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I absolutely love the Kīlauea Point National Wildlife Refuge. We go there every time we go to Kauai (3 times to date). The views and the birds and whale-watching are spectacular in any kind of weather. I really wouldn't change anything... I want to thank the volunteers and the U.S. Fish and Wildlife [Service] and National Wildlife Refuge System for making this all possible. Places like the Kīlauea Point Refuge are our nation's treasures and it is so critical we nurture and honor them.—
Survey comment from visitor to Kīlauea Point National Wildlife Refuge.



Nēnē (Hawaiian goose) at Kīlauea Point National Wildlife Refuge.
Photo credit: U.S. Fish and Wildlife Service.

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Introduction

The National Wildlife Refuge System (Refuge System), established in 1903 and managed by the U.S. Fish and Wildlife Service (Service), is the leading network of protected lands and waters in the world dedicated to the conservation of fish, wildlife and their habitats. There are 556 national wildlife refuges (NWRs) and 38 wetland management districts nationwide, including possessions and territories in the Pacific and Caribbean, encompassing more than 150 million acres. The mission of the Refuge System is to “administer a national network of lands and waters for the conservation, management and, where appropriate, restoration of the fish, wildlife, and plant resources and their habitats within the United States for the benefit of present and future generations of Americans.” Part of achieving this mission is the goal “to foster understanding and instill appreciation of fish, wildlife, and plants, and their conservation, by providing the public with safe, high-quality, and compatible wildlife-dependent public use” (Clark, 2001). The Refuge System attracts more than 45 million visitors annually, including 25 million people per year to observe and photograph wildlife, over 9 million to hunt and fish, and more than 10 million to participate in educational and interpretation programs (Uniack, 1999; U.S. Fish and Wildlife Service, 2007). Understanding visitors and characterizing their experiences on national wildlife refuges are critical elements of managing these lands and meeting the goals of the Refuge System.

The Service contracted with the U.S. Geological Survey (USGS) to conduct a national survey of visitors regarding their experiences on national wildlife refuges. The survey was conducted to better understand visitor needs and experiences and to design programs and facilities that respond to those needs. The survey results will inform Service performance planning, budget, and communications goals. Results will also inform Comprehensive Conservation Plan (CCPs), Visitor Services, and Transportation Planning processes.

Organization of Results

These results are for Kīlauea Point NWR (this refuge) and are part of USGS Data Series 643 (Sexton and others, 2011). All refuges participating in the 2010/2011 surveying effort will receive individual refuge results specific to the visitors to that refuge. Each set of results is organized by the following categories:

- **Introduction:** An overview of the Refuge System and the goals of the national surveying effort.
- **Methods:** The procedures for the national surveying effort, including selecting refuges, developing the survey instrument, contacting visitors, and guidance for interpreting the results.
- **Refuge Description:** A brief description of the refuge location, acreage, purpose, recreational activities, and visitation statistics, including a map (where available) and refuge website link.
- **Sampling at This Refuge:** The sampling periods, locations, and response rate for this refuge.
- **Selected Survey Results:** Key findings for this refuge, including:
 - Visitor and Trip Characteristics
 - Visitor Spending in the Local Communities
 - Visitors Opinions about This Refuge
 - Visitor Opinions about National Wildlife Refuge System Topics
- **Conclusion**
- **References**
- **Survey Frequencies (Appendix A):** The survey instrument with the frequency results for this refuge.
- **Visitor Comments (Appendix B):** The verbatim responses to the open-ended survey questions for this refuge.

Methods

Selecting Participating Refuges

The national visitor survey was conducted from July 2010 – November 2011 on 53 refuges across the Refuge System (table 1). Based on the Refuge System’s 2008 Refuge Annual Performance Plan (RAPP; U.S. Fish and Wildlife Service, 2011, written comm.), 192 refuges with a minimum visitation of 25,000 were considered. This criterion was the median visitation across the Refuge System and the minimum visitation necessary to ensure that the surveying would be logistically feasible onsite. Visitors were sampled on 35 randomly selected refuges and 18 other refuges that were selected by Service Regional Offices to respond to priority refuge planning processes.

Developing the Survey Instrument

USGS researchers developed the survey in consultation with the Service Headquarters Office, managers, planners, and visitor services professionals. The survey was peer-reviewed by academic and government researchers and was further pre-tested with eight Refuge System Friends Group representatives from each region to ensure readability and overall clarity. The survey and associated methodology were approved by the Office of Management and Budget (OMB control #: 1018-0145; expiration date: 6/30/2013).

Contacting Visitors

Refuge staff identified two separate 15-day sampling periods and one or more locations that best reflected the diversity of use and specific visitation patterns of each participating refuge. Sampling periods and locations were identified by refuge staff and submitted to USGS via an internal website that included a customized mapping tool. A standardized sampling schedule was created for all refuges that included eight randomly selected sampling shifts during each of the two sampling periods. Sampling shifts were three- to five-hour randomly selected time bands that were stratified across AM and PM, as well as weekend and weekdays. Any necessary customizations were made, in coordination with refuge staff, to the standardized schedule to accommodate the identified sampling locations and to address specific spatial and temporal patterns of visitation.

Twenty visitors (18 years or older) per sampling shift were systematically selected, for a total of 320 willing participants per refuge—160 per sampling period—to ensure an adequate sample of completed surveys. When necessary, shifts were moved, added, or extended to alleviate logistical limitations (for example, weather or low visitation at a particular site) in an effort to reach target numbers.

Table 1. Participating refuges in the 2010/2011 national wildlife refuge visitor survey.

Pacific Region (R1)	
Kilauea Point National Wildlife Refuge (HI)	William L. Finley National Wildlife Refuge (OR)
Deer Flat National Wildlife Refuge (ID)	McNary National Wildlife Refuge (WA)
Cape Meares National Wildlife Refuge (OR)	Turnbull National Wildlife Refuge (WA)
Malheur National Wildlife Refuge (OR)	
Southwest Region (R2)	
Bitter Lake National Wildlife Refuge (NM)	Aransas National Wildlife Refuge (TX)
Bosque del Apache National Wildlife Refuge (NM)	San Bernard/ Brazoria National Wildlife Refuge (TX)
Wichita Mountains Wildlife Refuge (OK)	
Great Lakes-Big Rivers Region (R3)	
DeSoto National Wildlife Refuge (IA)	McGregor District, Upper Mississippi River National Wildlife and Fish Refuge – (IA/WI)
Neal Smith National Wildlife Refuge (IA)	
Muscatatuck National Wildlife Refuge (IN)	Big Muddy National Fish and Wildlife Refuge (MO)
Rice Lake National Wildlife Refuge (MN)	Horicon National Wildlife Refuge (WI)
Tamarac National Wildlife Refuge (MN)	Necedah National Wildlife Refuge (WI)
Southeast Region (R4)	
Wheeler National Wildlife Refuge (AL)	Banks Lake National Wildlife Refuge (GA)
Big Lake National Wildlife Refuge (AR)	Noxubee National Wildlife Refuge (MS)
Pond Creek National Wildlife Refuge (AR)	Cabo Rojo National Wildlife Refuge (Puerto Rico)
Merritt Island National Wildlife Refuge (FL)	Pea Island National Wildlife Refuge (NC)
St. Marks National Wildlife Refuge (FL)	Cape Romain National Wildlife Refuge (SC)
Ten Thousand Islands National Wildlife Refuge (FL)	Reelfoot National Wildlife Refuge (TN)
Northeast Region (R5)	
Stewart B. McKinney National Wildlife Refuge (CT)	Moosehorn National Wildlife Refuge (ME)
Bombay Hook National Wildlife Refuge (DE)	Great Swamp National Wildlife Refuge (NJ)
Monomoy National Wildlife Refuge (MA)	Montezuma National Wildlife Refuge (NY)
Parker River National Wildlife Refuge (MA)	Wertheim National Wildlife Refuge (NY)
Patuxent Research Refuge (MD)	Occoquan Bay/ Elizabeth Hartwell Mason Neck National Wildlife Refuge (VA)
Mountain-Prairie Region (R6)	
Monte Vista National Wildlife Refuge (CO)	Sand Lake National Wildlife Refuge (SD)
Quivira National Wildlife Refuge (KS)	National Elk Refuge (WY)
Charles M. Russell National Wildlife Refuge (MT)	
Alaska Region (R7)	
Alaska Maritime National Wildlife Refuge (AK)	Kenai National Wildlife Refuge (AK)
California and Nevada Region (R8)	
Lower Klamath/Tule Lake National Wildlife Refuge (CA)	Ruby Lake National Wildlife Refuge (NV)
Sonny Bono Salton Sea National Wildlife Refuge (CA)	

Refuge staff and/or volunteers (survey recruiters) contacted visitors on-site following a protocol provided by USGS to ensure a diverse sample. Instructions included contacting visitors across the entire sampling shift (for example, every n^{th} visitor for dense visitation, as often as possible for sparse visitation), and only one person per group. Visitors were informed of the survey effort, given a token incentive (for example, a small magnet, temporary tattoo), and asked to participate. Willing participants provided their name, mailing address, and preference for language (English or Spanish) and survey mode (mail or online). Survey recruiters also were instructed to record any refusals and then proceed with the sampling protocol.

Visitors were mailed a postcard within 10 days of the initial on-site contact thanking them for agreeing to participate in the survey and inviting them to complete the survey online. Those visitors choosing not to complete the survey online were sent a paper copy a week later. Two additional contacts were made by mail during the next seven weeks following a modified Tailored Design Method (Dillman, 2007): 1) a reminder postcard one week after the first survey, and 2) a second paper survey two weeks after the reminder postcard. Each mailing included instructions for completing the survey online and a postage paid envelope for returning the paper version of the survey. Those visitors indicating a preference for Spanish were sent Spanish versions of all correspondence (including the survey). Finally, a short survey of six questions was sent to nonrespondents four weeks after the second survey mailing to determine any differences between respondents and nonrespondents at the national level. Online survey data were exported and paper survey data were entered using a standardized survey codebook and data entry procedure. All survey data were analyzed by using SPSS v.18 statistical analysis software.

Interpreting the Results

The extent to which these results accurately represent the total population of visitors to this refuge is dependent on 1) an adequate sample size of those visitors and 2) the representativeness of that sample. The adequacy of the sample size for this refuge is quantified as the margin of error. The composition of the sample is dependent on the ability of the standardized sampling protocol for this study to account for the spatial and temporal patterns of visitor use specific to each refuge. Spatially, the geographical layout and public use infrastructure varies widely across refuges. Some refuges only can be accessed through a single entrance, while others have multiple unmonitored access points across large expanses of land and water. As a result, the degree to which sampling locations effectively captured spatial patterns of visitor use will likely vary from refuge to refuge. Temporally, the two 15-day sampling periods may not have effectively captured all of the predominant visitor uses/activities on some refuges during the course of a year. Therefore, certain survey measures such as visitors' self-reported "primary activity during their visit" may reflect a seasonality bias.

Herein, the sample of visitors who responded to the survey are referred to simply as "visitors." However, when interpreting the results for Kīlauea Point NWR, any potential spatial and temporal sampling limitations specific to this refuge need to be considered when generalizing the results to the total population of visitors. For example, a refuge that sampled during a special event (for example, birding festival) held during the spring may have contacted a higher percentage of visitors who traveled greater than 50 miles to get to the refuge than the actual number of these people who would have visited throughout the calendar year (that is, oversampling of nonlocals). In contrast, another refuge may not have enough nonlocal visitors in the sample to adequately represent the beliefs and opinions of that group type. If the sample for a specific group type (for example, nonlocals, hunters, those visitors who paid a fee) is too low ($n < 30$), a warning is included. Additionally, the term "*this* visit" is used to reference the visit on which people were contacted to participate in the survey, which may or may not have been their most recent refuge visit.

Refuge Description for Kīlauea Point National Wildlife Refuge

Kīlauea Point NWR was established as a National Wildlife Refuge in 1985 when the U.S. Coast Guard transferred the ownership of the historic Kīlauea lighthouse to the U.S. Fish and Wildlife Service. Additional coastal and wetland habitats were added to the refuge in 1988 and again in 1993-1994 in an effort to protect and enhance migratory seabirds and endangered native nēnē (Hawaiian goose) populations and their habitats; preserve and maintain the historical integrity of the lighthouse, which was listed on the National Register of Historic Places in 1979; conduct interpretation and environmental education activities on Hawaiian wildlife, site history, and the refuge system; and protect and enhance native coastal plant communities.

Kīlauea, which means “spewing,” is a reference to the volcanic vent estimated to have last erupted 250,000-500,000 years ago. This 203-acre refuge is comprised of steep, dark cliffs that plunge to the ocean, serving as a dramatic backdrop and one of the best places for viewing the largest populations of nesting seabirds in the main Hawaiian Islands. Visitors also have a chance to view spinner dolphins, Hawaiian monk seals, native Hawaiian coastal plants and Hawaii’s state bird—the nēnē or endangered Hawaiian goose. The historic Kīlauea Point Lighthouse, which sits on the northernmost point of the island of Kaua‘i, also allows visitors a chance to view a piece of history as well as the many birds congregating around the cliffs.

With over 400,000 visitors annually (based on 2008 RAPP database; U.S. Fish and Wildlife Service, 2011, written comm.). Kīlauea Point NWR offers a variety of activities including visiting historical sites, use of the Visitor Center, fishing, hiking, wildlife observation, photography, environmental education and interpretation. Figure 1 displays a map of Kīlauea Point NWR. For more information, please visit the following website: <http://www.fws.gov/Kīlaueapoint/>.



U.S. Fish & Wildlife Service

Kilauea Point National Wildlife Refuge

Kauai County, Hawaii

Refuge Overview

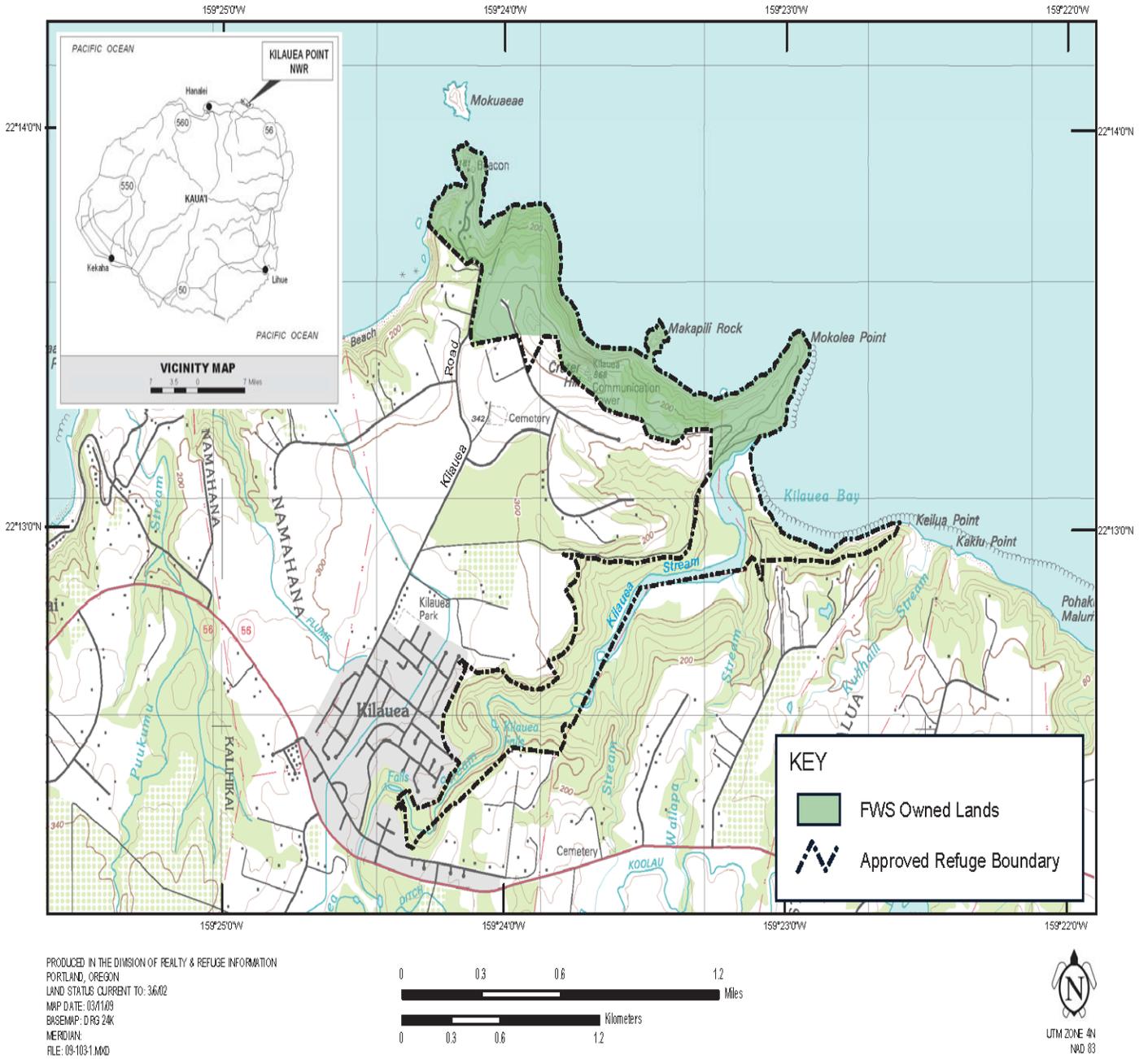


Figure 1. Map of Kilauea Point NWR, courtesy of U.S. Fish and Wildlife Service.

Sampling at Kīlauea Point National Wildlife Refuge

A total of 321 visitors agreed to participate in the survey during the two sampling periods at the identified locations at Kīlauea Point NWR (table 2). In all, 265 visitors completed the survey for an 83% response rate and $\pm 5\%$ margin of error at the 95% confidence level.¹

Table 2. Sampling and response rate summary for Kīlauea Point NWR.

Sampling period	Dates	Locations	Total contacts	Undeliverable addresses	Completed surveys	Response rate
1	10/9/10 to 10/23/10	Entrance Booth	164	1	139	85%
2	2/12/11 to 2/26/11	Entrance Booth	157	1	126	81%
Total			321	2	265	83%

Selected Survey Results

Visitor and Trip Characteristics

A solid understanding of refuge visitors and details about their trips to refuges can inform communication outreach efforts, inform visitor services and transportation planning, forecast use, and gauge demand for services and facilities.

Familiarity with the Refuge System

While we did not ask visitors to identify the mission of the National Wildlife Refuge System or the U.S. Fish and Wildlife Service, visitors to Kīlauea Point NWR reported that before participating in the survey, they were aware of the role of the U.S. Fish and Wildlife Service in managing national wildlife refuges (71%) and that the Refuge System has the mission of conserving, managing, and restoring fish, wildlife, plants and their habitat (80%). Positive responses to these questions concerning the management and mission of the Refuge System do not indicate the degree to which these visitors understand the day-to-day management practices of individual refuges, only that visitors feel they have a basic knowledge of who

¹ The margin of error (or confidence interval) is the error associated with the results related to the sample and population size. A margin of error of $\pm 5\%$, for example, means if 55% of the sample answered a survey question in a certain way, then 50–60% of the entire population would have answered that way. The margin of error is calculated with an 80/20 response distribution, assuming that for any given dichotomous choice question, approximately 80% of respondents selected one choice and 20% selected the other (Salant and Dillman, 1994).

manages refuges and why. Compared to other public lands, many visitors feel that refuges provide a unique recreation experience (85%; see Appendix B for visitor comments on “What Makes National Wildlife Refuges Unique?”); however, reasons for why visitors find refuges unique are varied and may not directly correspond to their understanding of the mission of the Refuge System. About half of visitors to Kīlauea Point NWR had been to at least one other National Wildlife Refuge in the past year (51%), with an average of 3 visits to other refuges during the past 12 months.

Visiting This Refuge

Most visitors (86%) had only been to Kīlauea Point NWR once in the past 12 months, while others had been multiple times (14%). These repeat visitors went to the refuge an average of 3 times during that same 12-month period. Visitors used the refuge predominantly during only one season (97%).

Most visitors first learned about the refuge from signs on the highway (35%), friends/relatives (29%), or refuge printed information (21%; fig. 2). Key information sources used by visitors to find their way to this refuge include signs on highways (73%), a road atlas/highway map (27%), or previous knowledge (22%; fig. 3).

Few visitors (5%) lived in the local area (within 50 miles of the refuge), whereas 95% were nonlocal visitors. For most local visitors, Kīlauea Point NWR was the primary purpose or sole destination of their trip (39%; table 3). For most nonlocal visitors, the refuge was one of many equally important reasons or destinations for their trip (56%). Local visitors (n = 13) reported that they traveled an average of 14 miles to get to the refuge, while nonlocal visitors (n = 252) traveled an average of 3,084 miles. ***It is important to note that summary statistics based on a small sample size (n < 30) may not provide a reliable representation of the population.*** Figure 4 shows the residence of visitors travelling to the refuge. About 95% of visitors travelling to Kīlauea Point NWR were from the lower 48 states or other countries.

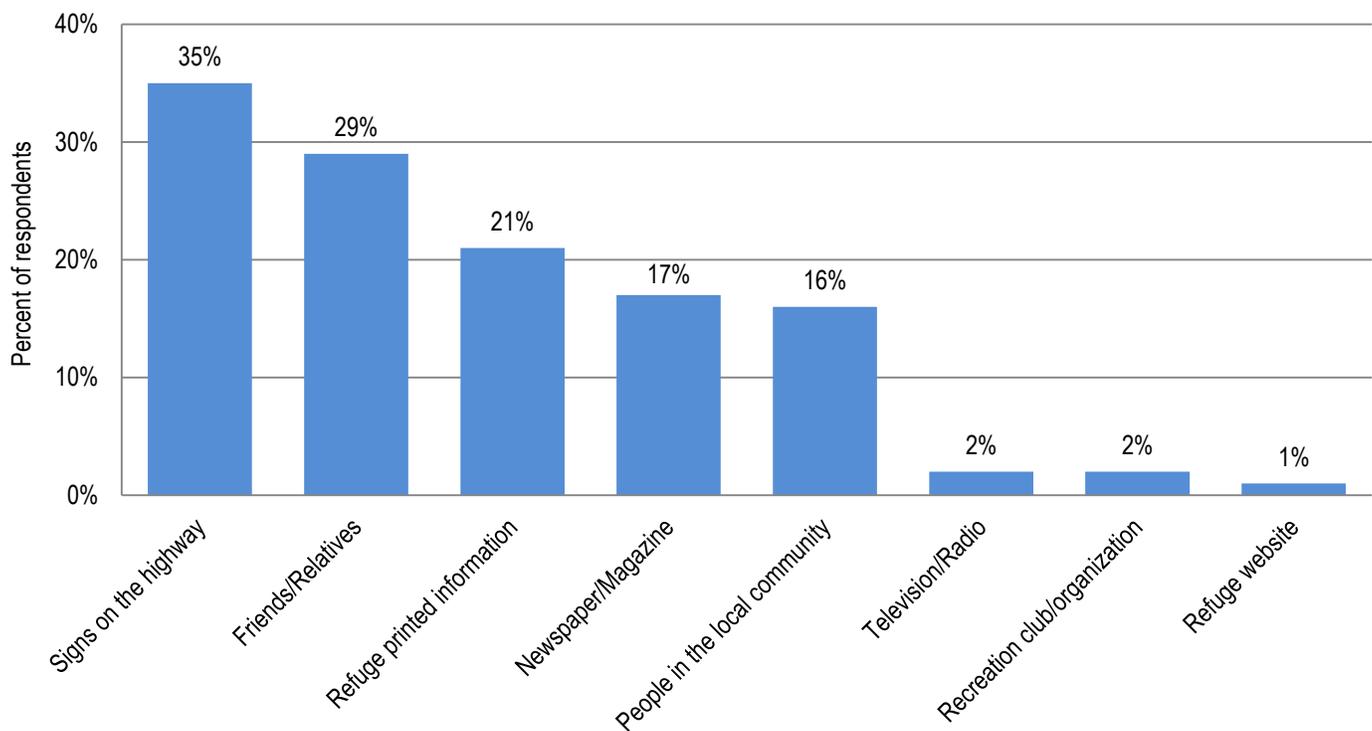


Figure 2. How visitors first learned or heard about Kīlauea Point NWR (n = 257).

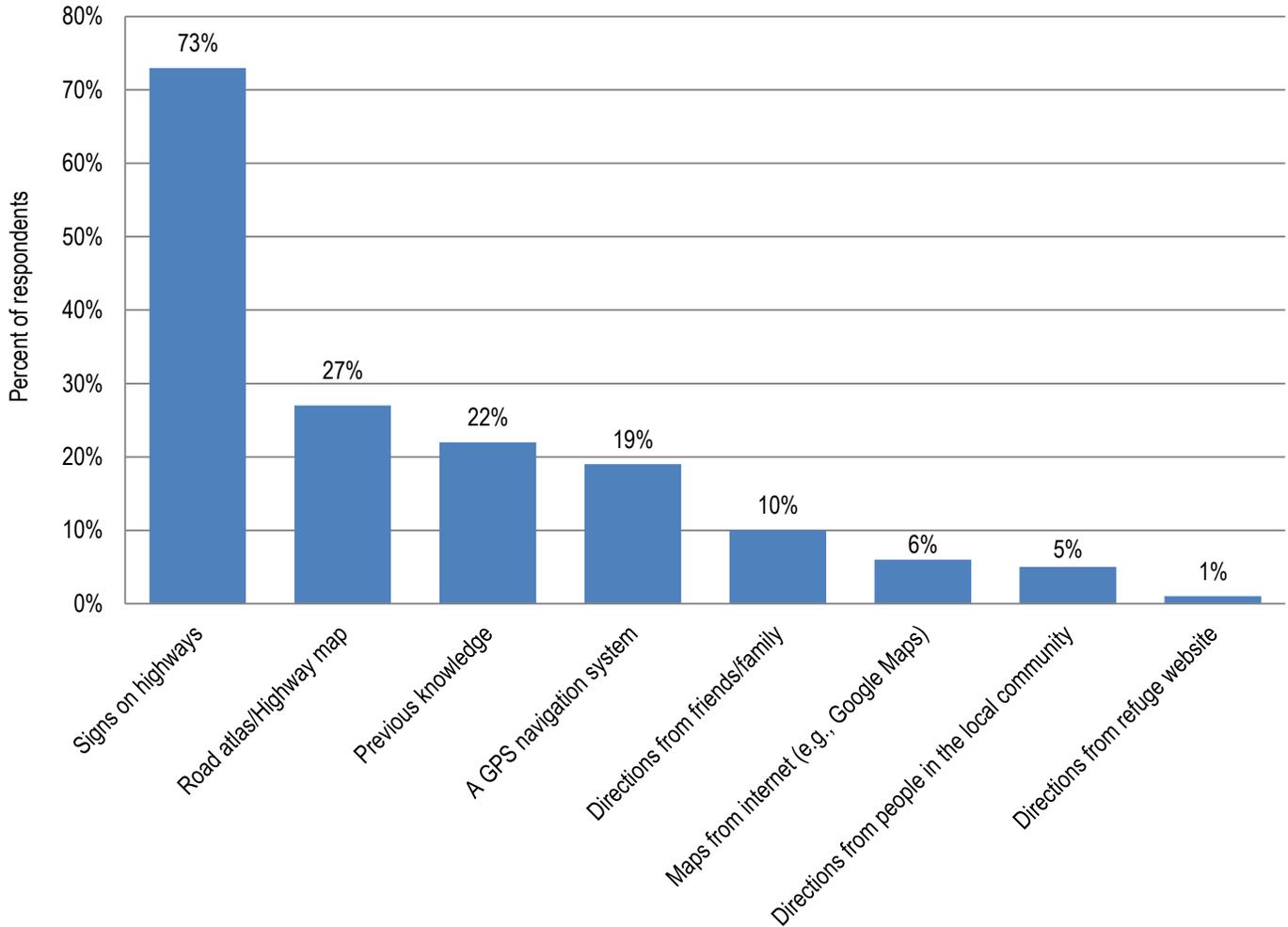


Figure 3. Resources used by visitors to find their way to Kilauea Point NWR during *this* visit (n = 264).

Table 3. Influence of Kilauea Point NWR on visitors' decision to take *this* trip.

Visitors	Visiting this refuge was...		
	the primary reason for trip	one of many equally important reasons for trip	an incidental stop
Nonlocal	7%	56%	37%
Local	39%	23%	38%
Total	8%	55%	37%

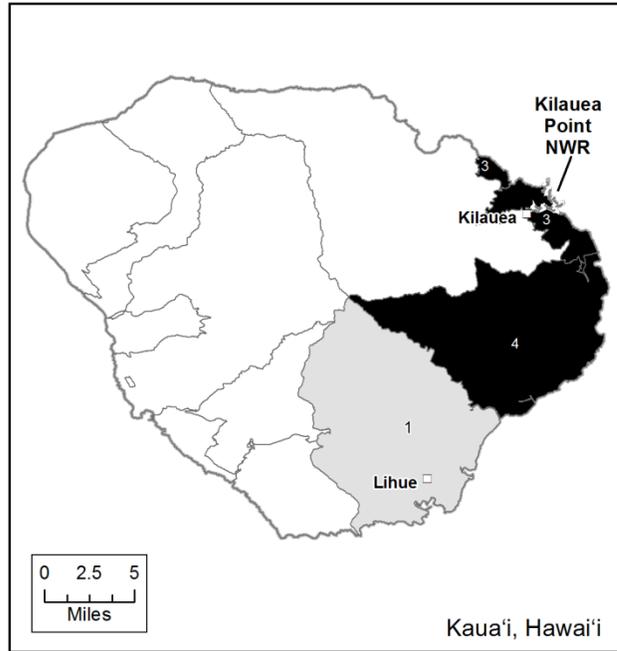
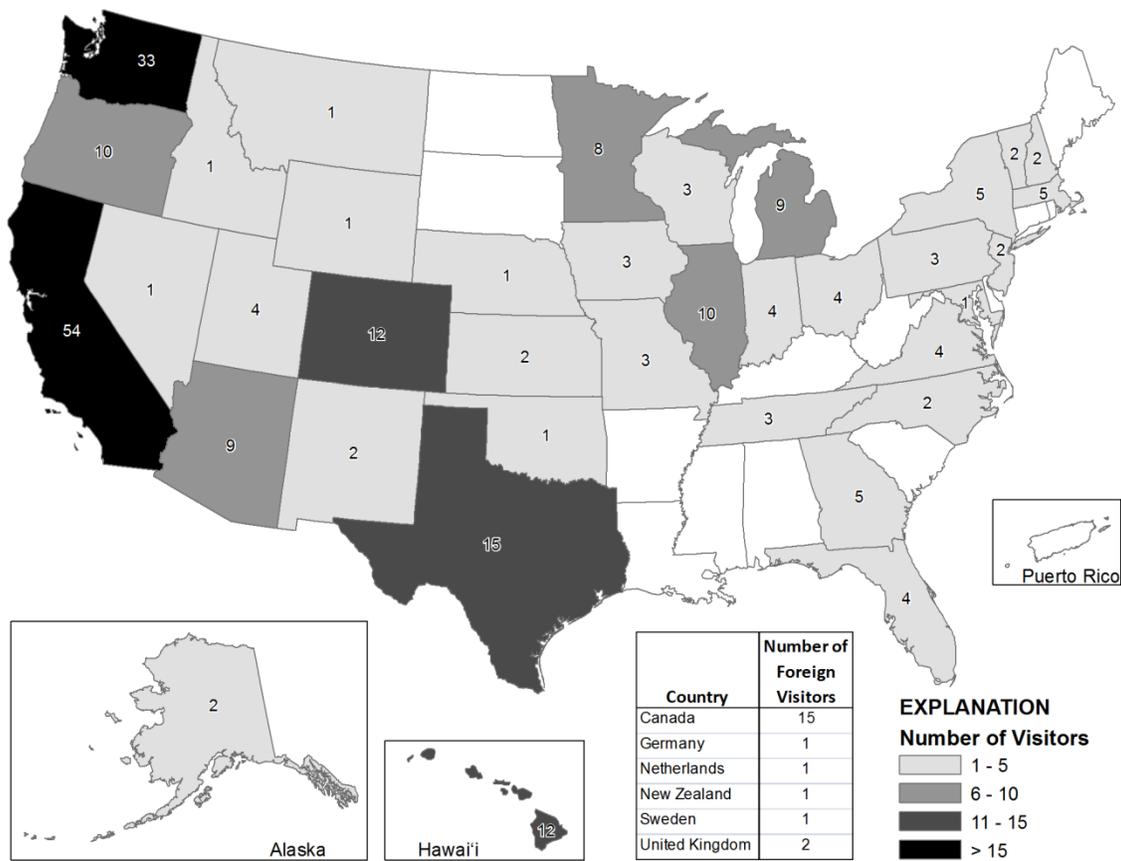


Figure 4. Number of visitors travelling to Kilauea Point NWR by residence. Top map shows residence by state and bottom map shows residence by zip codes near the refuge (n = 265).

Visitors reported that they spent an average of 2 hours at Kīlauea Point NWR during one day there (a day visit is assumed to be 8 hours). However, the most frequently reported length of visit during one day was only 1 hour (50%). The key modes of transportation used by visitors to travel around the refuge were private vehicle (96%), and walking/hiking (20%; fig. 5). Most visitors indicated they were part of a group on their visit to this refuge (66%), travelling primarily with family and friends (table 4).

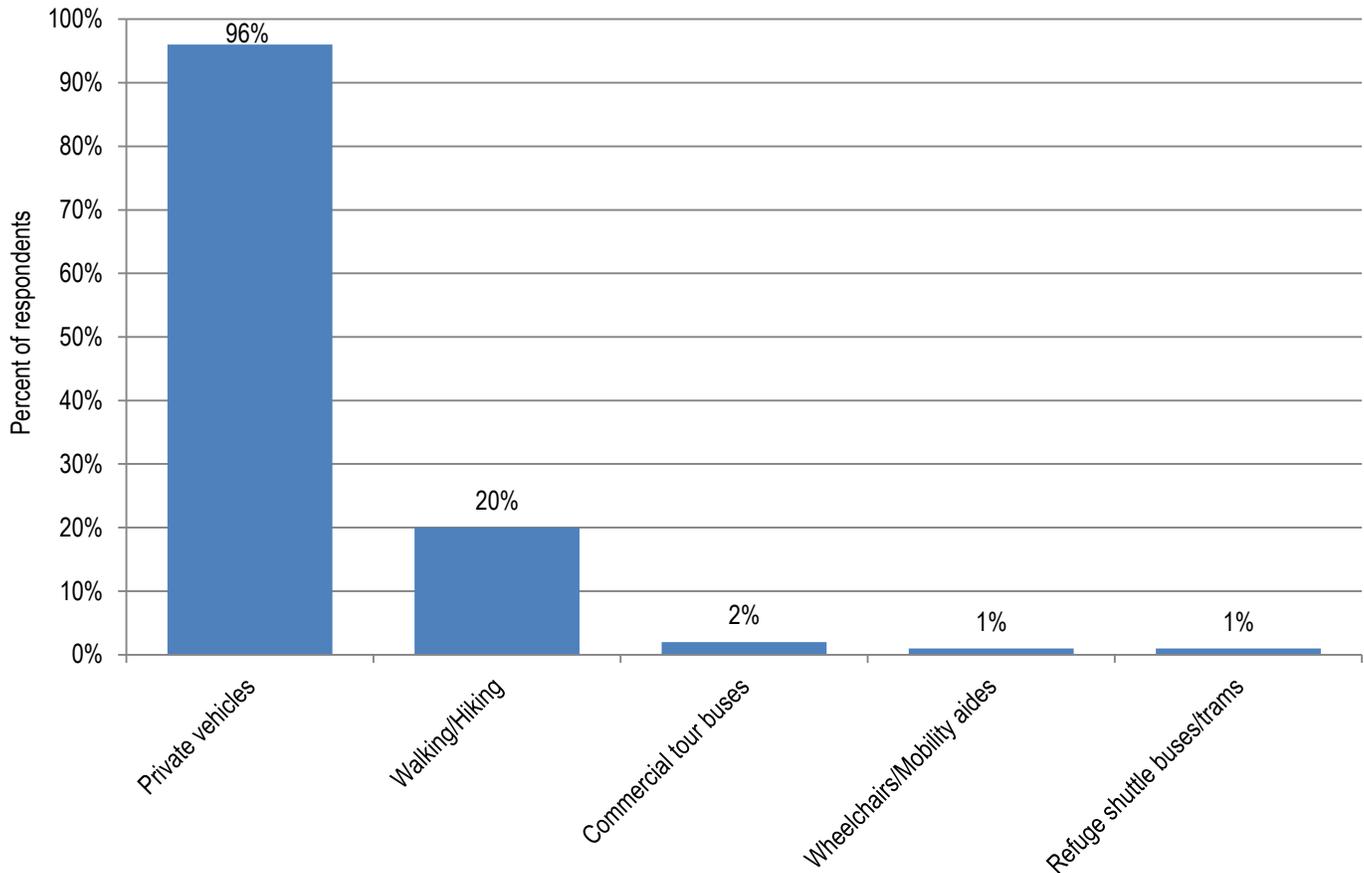


Figure 5. Modes of transportation used by visitors to Kīlauea Point NWR during *this* visit (n = 263).

Table 4. Type and size of groups visiting Kīlauea Point NWR (for those who indicated they were part of a group, n = 172).

Group type	Percent (of those traveling in a group)	Average group size		
		Number of adults	Number of children	Total group size
Family/Friends	97%	3	0	3
Commercial tour group	2%	14	0	14
Organized club/School group	0%	0	0	0
Other group type	1%	3	0	3

Visitors participated in a variety of refuge activities during the past 12 months (fig. 6); the top three activities reported were photography (75%), bird watching (72%), and wildlife observation (72%). The primary reasons for their most recent visit included wildlife observation (34%), bird watching (19%), photography (18%) and visiting the lighthouse (11%; fig. 7). The visitor center was used by 93% of visitors, mostly to visit the gift shop/bookstore (86%), view the exhibits (85%), and stop to use the facilities (66%; fig. 8).

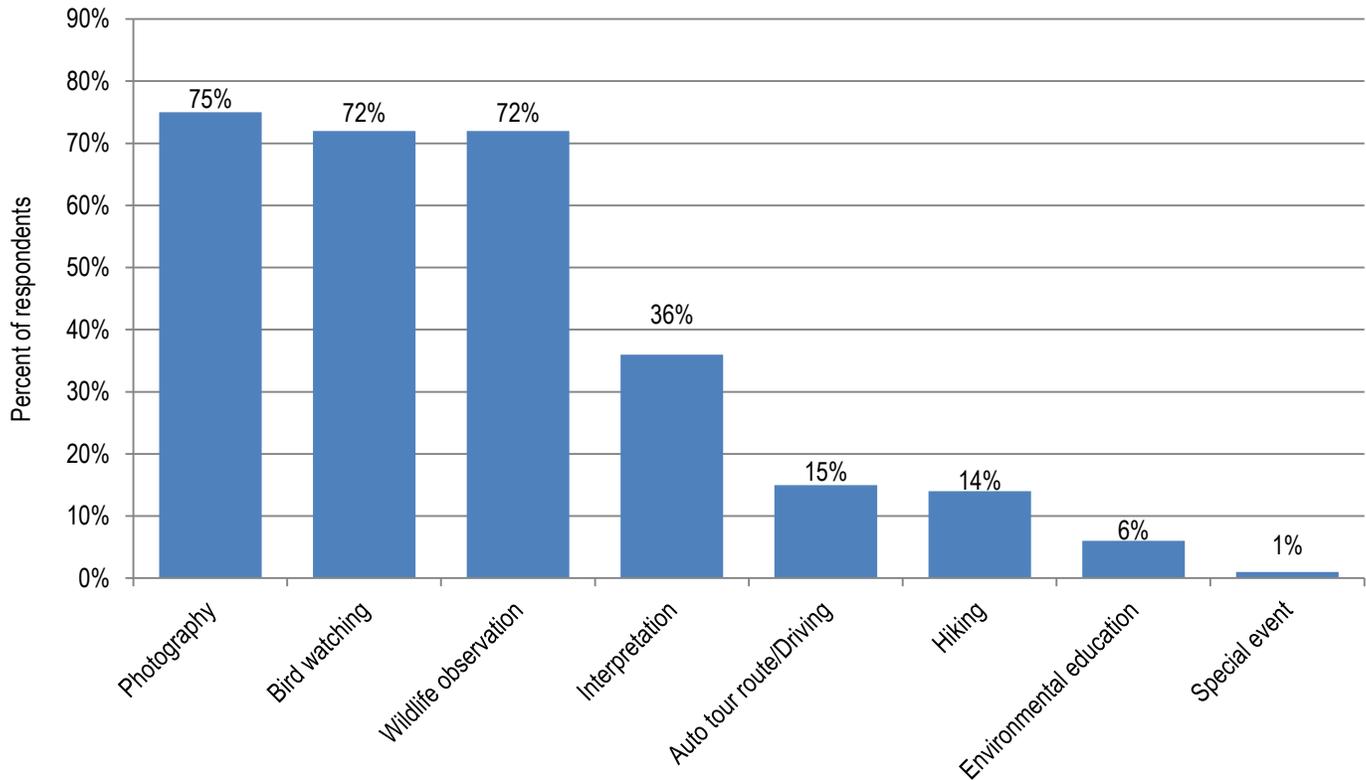


Figure 6. Activities in which visitors participated during the past 12 months at Kīlauea Point NWR (n = 258). See Appendix B for a listing of “other” activities.

Visitor Characteristics

Nearly all (92%) surveyed visitors to Kīlauea Point NWR indicated that they were citizens or permanent residents of the United States. Only those visitors 18 years or older were sampled. Visitors were a mix of 54% male with an average age of 57 years and 46% female with an average age of 53 years. Visitors, on average, reported they had 16 years of formal education (college or technical school). The median level of income was \$100,000–\$149,999. See Appendix A for more demographic information. In comparison, the 2006 National Survey of Fishing, Hunting and Wildlife-Associated Recreation found that participants in wildlife watching and hunting on public land were 55% male and 45% female with an average age of 46 years, an average level of education of 14 years (associate degree or two years of college), and a median income of \$50,000–\$74,999 (Harris, 2011, personal communication). Compared to the U.S. population, these 2006 survey participants are more likely to be male, older, and have higher education and income levels (U.S. Department of the Interior and U.S. Department of Commerce, 2007).

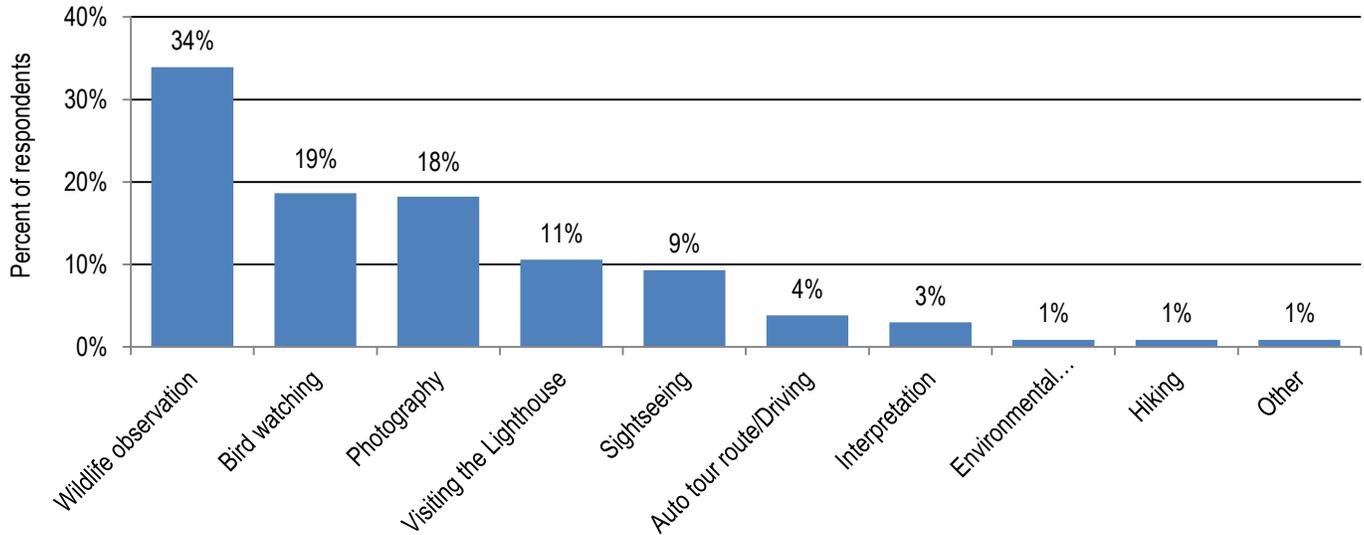


Figure 7. The primary activity in which visitors participated during *this* visit to Kilauea Point NWR (n = 236). See Appendix B for a listing of “other” activities.

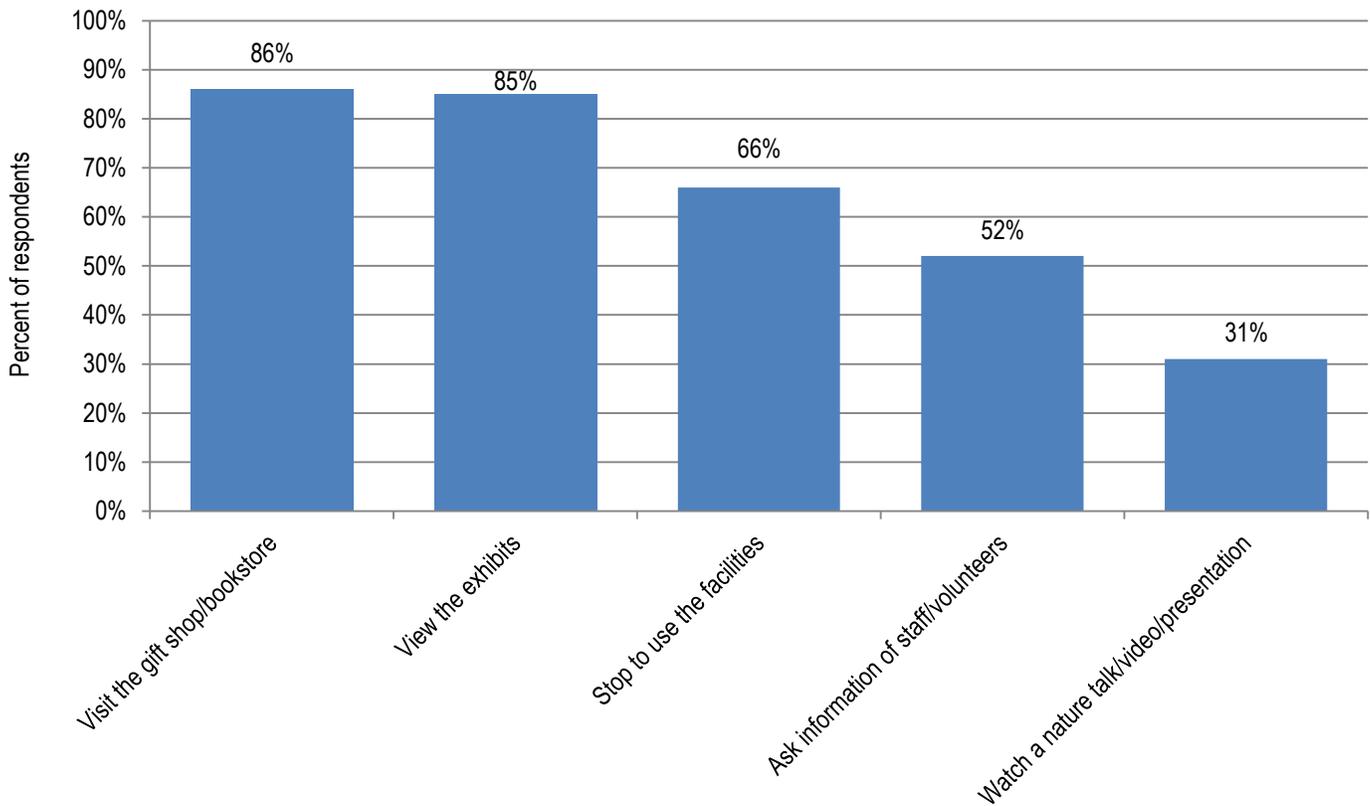


Figure 8. Use of the visitor center at Kilauea Point NWR (for those visitors who indicated they used the visitor center, n = 242).

Visitor Spending in Local Communities

Tourists usually buy a wide range of goods and services while visiting an area. Major expenditure categories include lodging, food, supplies, and gasoline. Spending associated with refuge visitation can generate considerable economic benefits for the local communities near a refuge. For example, more than 34.8 million visits were made to national wildlife refuges in fiscal year 2006; these visits generated \$1.7 billion in sales, almost 27,000 jobs, and \$542.8 million in employment income in regional economies (Carver and Caudill, 2007). Information on the amount and types of visitor expenditures can illustrate the economic importance of refuge visitor activities to local communities. Visitor expenditure information also can be used to analyze the economic impact of proposed refuge management alternatives.

A region (and its economy) is typically defined as all counties within 50 miles of a travel destination (Stynes, 2008). Visitors that live within the local 50-mile area of a refuge typically have different spending patterns than those that travel from longer distances. During the two sampling periods, 5% of surveyed visitors to Kīlauea Point NWR indicated that they live within the local area. Nonlocal visitors (95%) stayed in the local area, on average, for 8 days. Table 5 shows summary statistics for local and nonlocal visitor expenditures in the local communities and at the refuge, with expenditures reported on a per person per day basis. ***It is important to note that summary statistics based on a small sample size ($n < 30$) may not provide a reliable representation of that population.*** During the two sampling periods, nonlocal visitors spent an average of \$153 per person per day and local visitors spent an average of \$30 per person per day in the local area. Several factors should be considered when estimating the economic importance of refuge visitor spending in the local communities. These include the amount of time spent at the refuge, influence of refuge on decision to take this trip, and the representativeness of primary activities of the sample of surveyed visitors compared to the general population. Controlling for these factors is beyond the scope of the summary statistics presented in this report. Detailed refuge-level visitor spending profiles which do consider these factors will be developed during the next phase of analysis.

Table 5. Total visitor expenditures in local communities and Kīlauea Point NWR expressed in dollars per person per day.

Visitors	n ¹	Median	Mean	Standard deviation	Minimum	Maximum
Nonlocal	214	\$130	\$153	\$123	\$0	\$634
Local	10	\$22	\$30	\$34	\$0	\$118

¹n = number of visitors who answered both locality *and* expenditure questions.

Note: For each respondent, reported expenditures were divided by the number of persons in their group that shared expenses in order to determine the spending per person per trip. This was then divided by the number of days spent in the local area to determine the spending per person per day for each respondent. For respondents who reported spending less than one full day, trip length was set equal to one day. These visitor spending estimates are appropriate for the sampling periods selected by refuge staff (see table 2 for sampling period dates and figure 7 for the primary visitor activities). They may not be representative of the total population of visitors to this refuge.

Visitor Opinions about This Refuge

National wildlife refuges provide visitors with a variety of services, facilities, and wildlife-dependent recreational opportunities. Understanding visitors' perceptions of their refuge experience is a key component of the Refuge System mission as it pertains to providing high-quality wildlife-dependent recreational opportunities. Having a baseline understanding of visitor experience can inform management decisions to better balance visitors' expectations with the Refuge System mission. Recent studies in outdoor recreation have included an emphasis on declining participation in traditional activities such as hunting and an increasing need to connect the next generation to nature and wildlife. These factors highlight the importance of current refuge visitors as a key constituency in wildlife conservation. A better understanding is increasingly needed to better manage the visitor experience and to address the challenges of the future.

Surveyed visitors' overall satisfaction with the services, facilities, and recreational opportunities provided at Kīlauea Point NWR were as follows (fig. 9):

- 86% were satisfied with the recreational activities and opportunities,
- 92% were satisfied with the information and education about the refuge and its resources,
- 95% were satisfied with the services provided by employees or volunteers, and
- 93% were satisfied with the refuge's job of conserving fish, wildlife and their habitats.

Of the 79% of visitors who indicated that they paid a fee to enter the refuge, 75% agreed that the opportunities and services were at least equal to the fee they paid; 81% felt the fee was about right, whereas 19% felt that the fee was too low or too high (fig. 10).

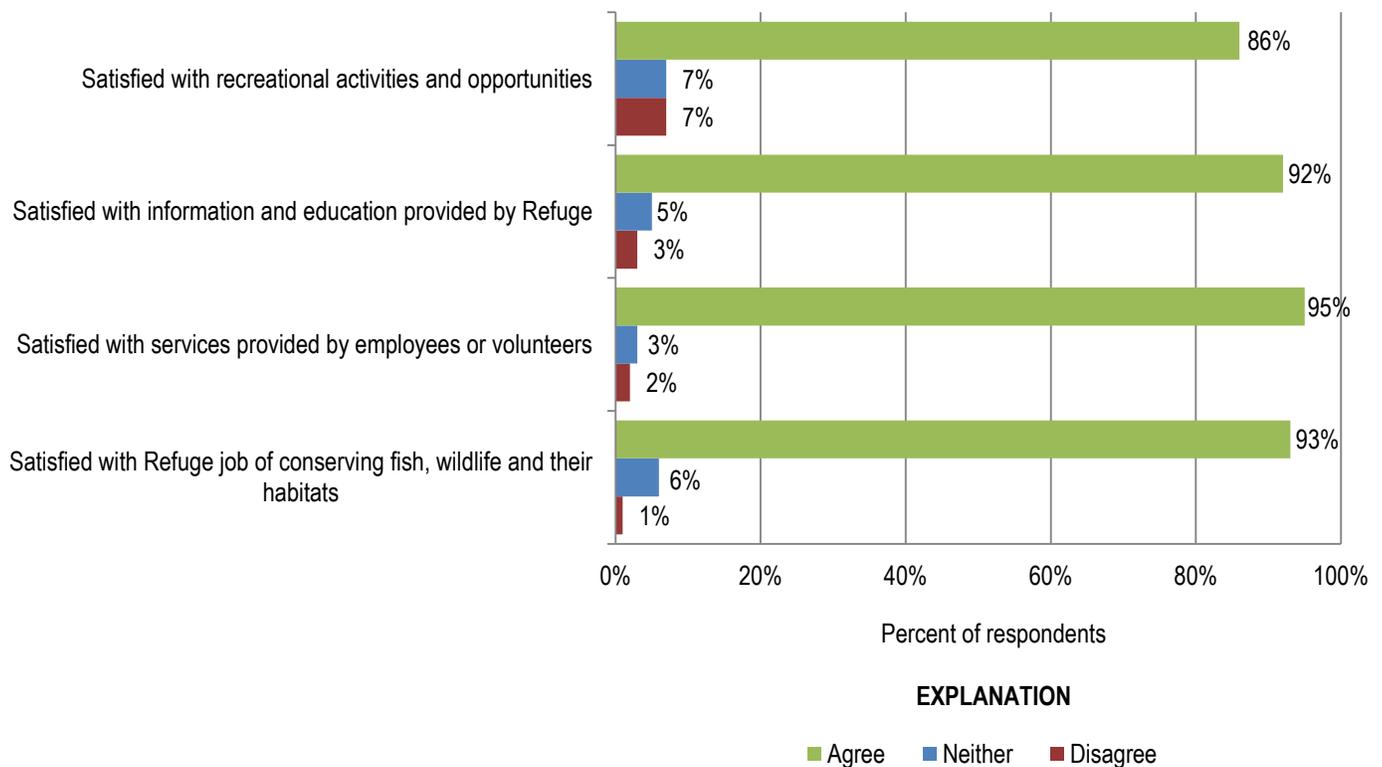


Figure 9. Overall satisfaction with Kīlauea Point NWR during this visit (n ≥ 250).

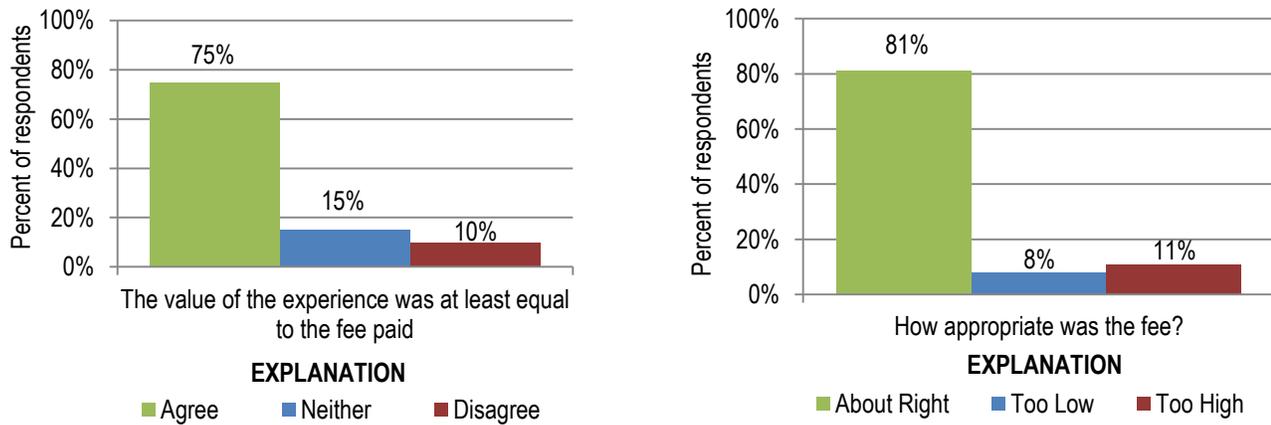


Figure 10. Opinions about fees at Kilauea Point NWR (for those visitors who indicated they paid a fee, n = 207).

Importance/Satisfaction Ratings

Comparing the importance and satisfaction ratings for visitor services provided by refuges can help to identify how well the services are meeting visitor expectations. The importance-performance framework presented in this section is a tool that includes the importance of an attribute to visitors in relation to their satisfaction with that attribute. Drawn from marketing research, this tool has been applied to outdoor recreation and visitation settings (Martilla and James, 1977; Tarrant and Smith, 2002). Results for the attributes of interest are segmented into one of four quadrants (modified for this national study):

- Keep Up the Good Work = high importance/high satisfaction;
- Concentrate Here = high importance/low satisfaction;
- Low Priority = low importance/low satisfaction; and
- Look Closer = low importance/high satisfaction.

Graphically plotting visitors' importance and satisfaction ratings for different services, facilities, and recreational opportunities provides a simple and intuitive visualization of these survey measures. However, this tool is not without its drawbacks. One is the potential for variation among visitors regarding their expectations and levels of importance (Vaske et al., 1996; Bruyere et al., 2002; Wade and Eagles, 2003), and certain services or recreational opportunities may be more or less important for different segments of the visitor population. For example, hunters may place more importance on hunting opportunities and amenities such as blinds, while school group leaders may place more importance on educational/informational displays than would other visitors. This potential for highly varied importance ratings needs to be considered when viewing the average results of this analysis of visitors to Kilauea Point NWR. This consideration is especially important when reviewing the attributes that fall into the "Look Closer" quadrant. In some cases, these attributes may represent specialized recreational activities in which a small subset of visitors participate (for example, hunting, kayaking) or facilities and services that only some visitors experience (for example, exhibits about the refuge). For these visitors, the average importance of (and potentially the satisfaction with) the attribute may be much higher than it would be for the overall population of visitors.

Figures 11-13 depict surveyed visitors' importance-satisfaction results for refuge services and facilities, recreational opportunities, and transportation-related features at Kilauea Point NWR, respectively. All refuge services and facilities fell in the "Keep Up the Good Work" quadrant (fig. 11). Most refuge recreational opportunities fell in the "Keep Up the Good Work" quadrant except hunting, fishing,

kayak/canoe and bicycling opportunities, which fell into the “Look Closer” quadrant (fig. 12). Hunting and bicycling were not offered on Kīlauea Point NWR at the time of the survey, which explains their ratings in this quadrant. The average importance of fishing and kayak/canoe activities in the “Look Closer” quadrant may be higher among visitors who have participated in these activities during the past 12 months; however, there were not enough individuals in the sample to evaluate the responses of such participants. All transportation-related features fell in the “Keep Up the Good Work” quadrant (fig. 13).

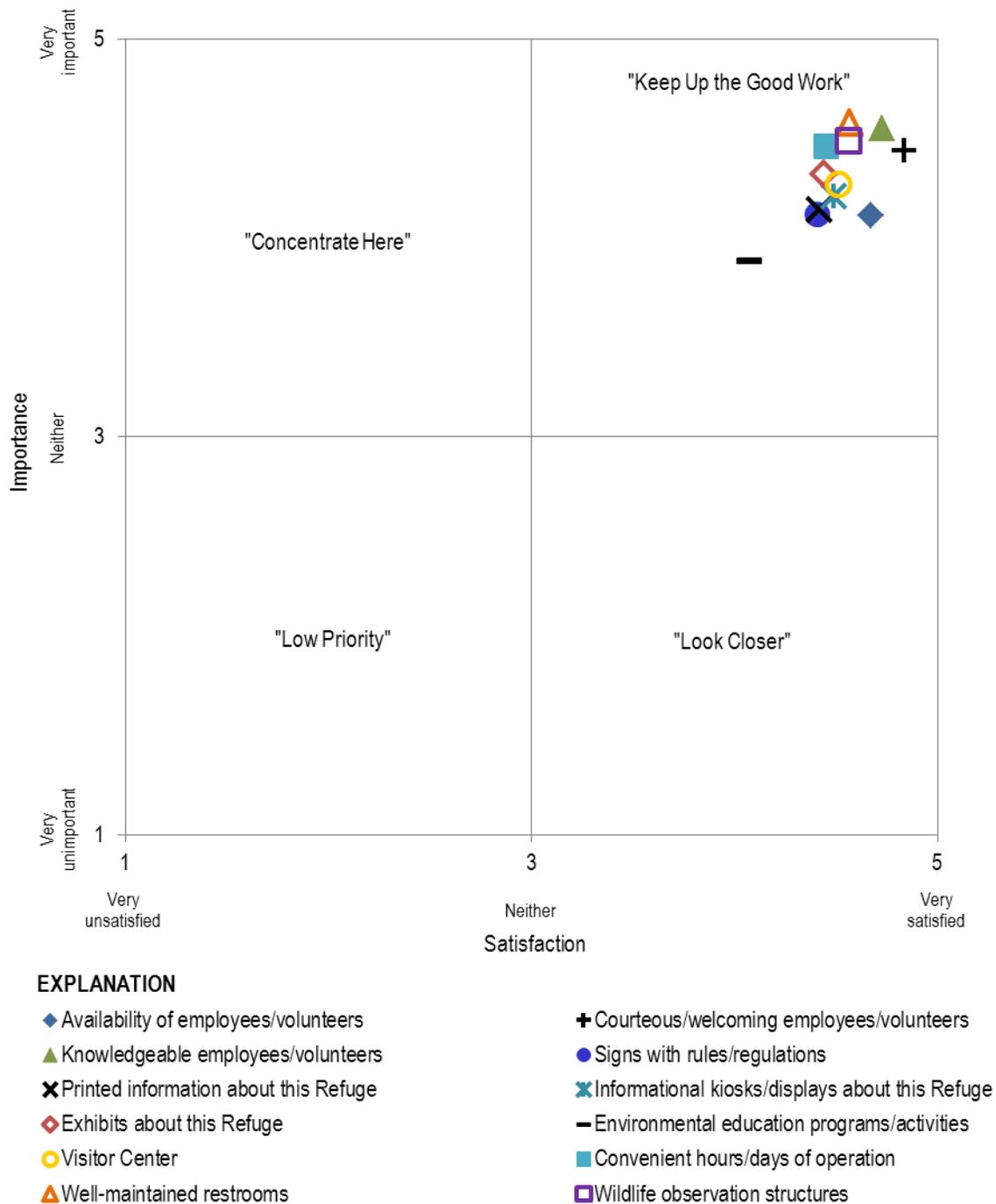
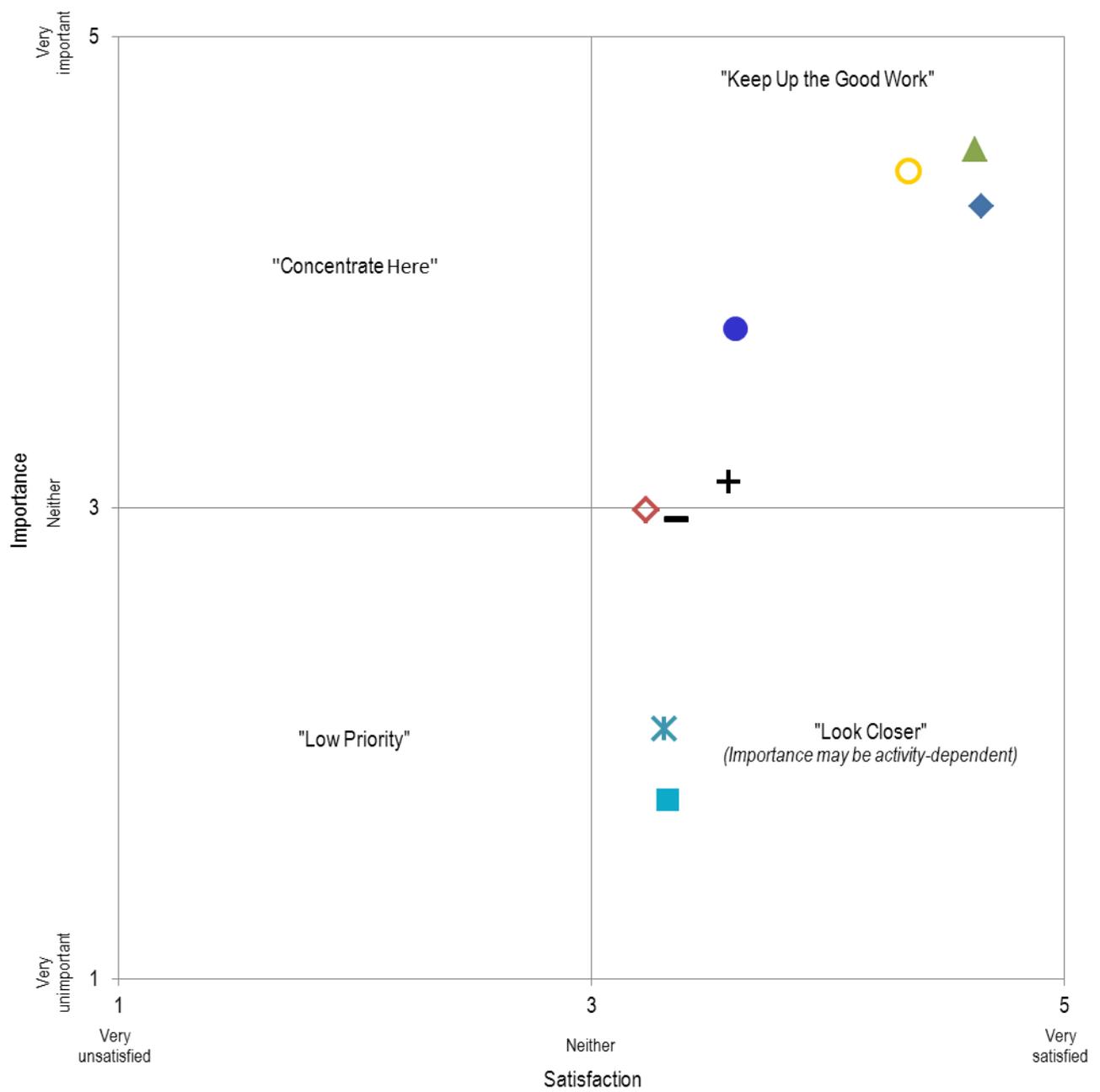


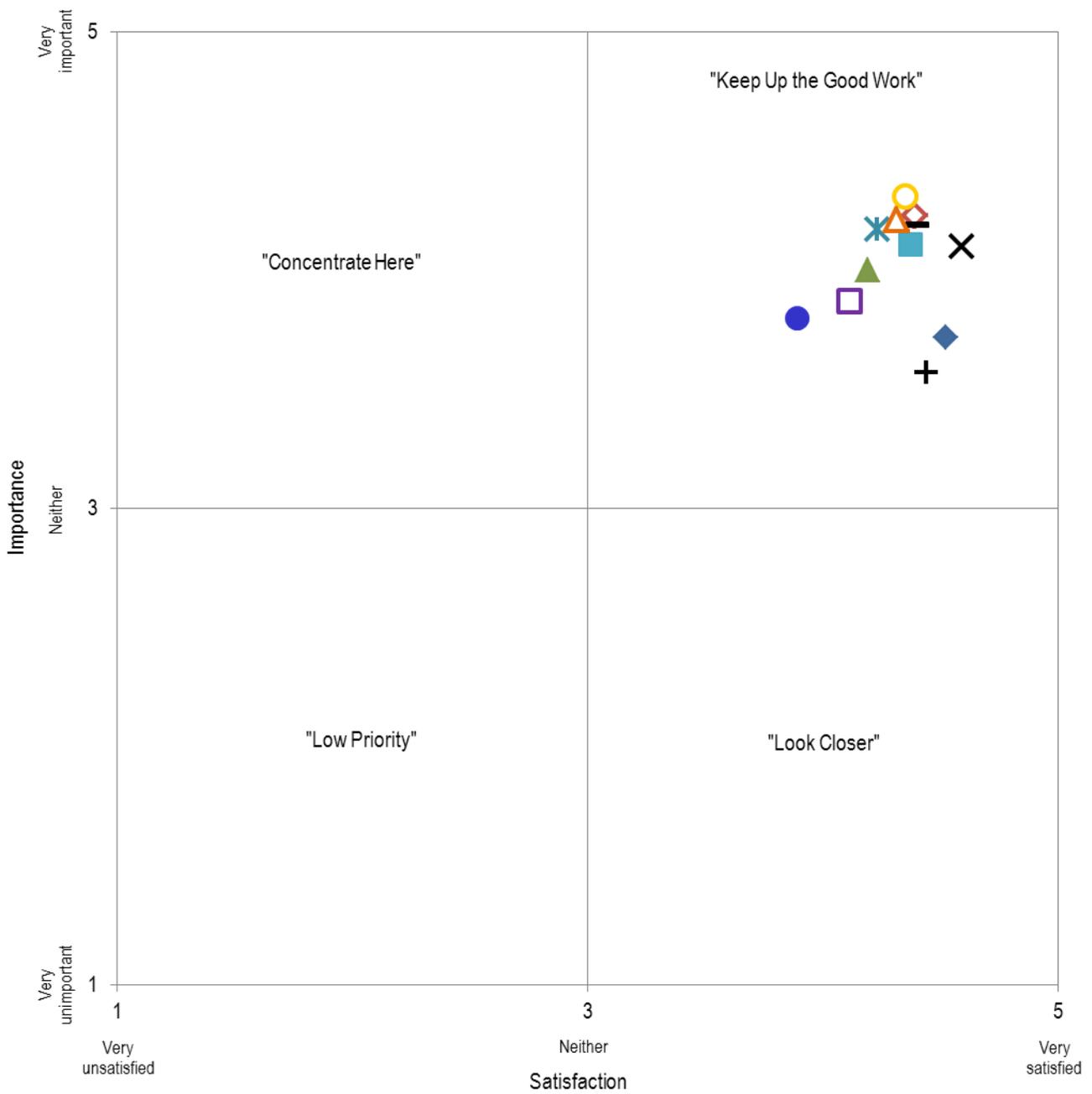
Figure 11. Importance-satisfaction ratings of services and facilities provided at Kīlauea Point NWR.



EXPLANATION

- ◆ Bird watching opportunities
- Hunting opportunities
- ◇ Kayak/Canoe opportunities
- Wildlife viewing opportunities
- ✕ Fishing opportunities
- Bicycling opportunities
- ▲ Photography opportunities
- Hiking opportunities
- ✚ Volunteer opportunities

Figure 12. Importance-satisfaction ratings of recreational opportunities provided at Kilauea Point NWR.



EXPLANATION

- ◆ Condition of roads
- ✚ Condition of parking areas
- ▲ Condition of bridges
- ✕ Condition of trails/boardwalks
- ✖ Number of parking places
- Number of pullovers
- ◇ Safety of driving conditions
- Safety of Refuge entrances
- Directional signs on highways
- Directional signs on Refuge
- △ Directional signs on trails
- Disabled access

Figure 13. Importance-satisfaction ratings of transportation-related features at Kilauea Point NWR.

Visitor Opinions about National Wildlife Refuge System Topics

One goal of this national visitor survey was to identify visitor trends across the Refuge System to more effectively manage refuges and provide visitor services. Two important issues to the Refuge System are transportation on refuges and communicating with visitors about climate change. The results to these questions will be most meaningful when they are evaluated in aggregate (data from all participating refuges together). However, basic results for Kīlauea Point NWR are reported here.

Alternative Transportation and the National Wildlife Refuge System

Visitors use a variety of transportation means to access and enjoy national wildlife refuges. While many visitors arrive at the refuge in a private vehicle, alternatives such as buses, trams, watercraft, and bicycles are increasingly becoming a part of the visitor experience. Previous research has identified a growing need for transportation alternatives within the Refuge System (Krechmer et al., 2001); however, less is known about how visitors perceive and use these new transportation options. An understanding of visitors' likelihood of using certain alternative transportation options can help in future planning efforts. Visitors were asked their likelihood of using alternative transportation options at national wildlife refuges in the future.

Of the six Refuge System-wide alternative transportation options listed on the survey, the majority of Kīlauea Point NWR visitors who were surveyed were likely to use the following options at national wildlife refuges in the future (fig. 14):

- an offsite parking lot that provides trail access;
- a boat that goes to different points on Refuge waterways;
- a bus/tram that provides a guided tour;
- a bus/tram that runs during a special event; and
- a bus/tram that takes passengers to different points on the Refuge.

The majority of visitors were *not* likely to use a bike share program at national wildlife refuges in the future (fig. 14).

When asked about using alternative transportation at Kīlauea Point NWR specifically, 38% of visitors indicated they were unsure whether it would enhance their experience; however, some visitors thought alternative transportation would enhance their experience (12%) and others thought it would not (50%).

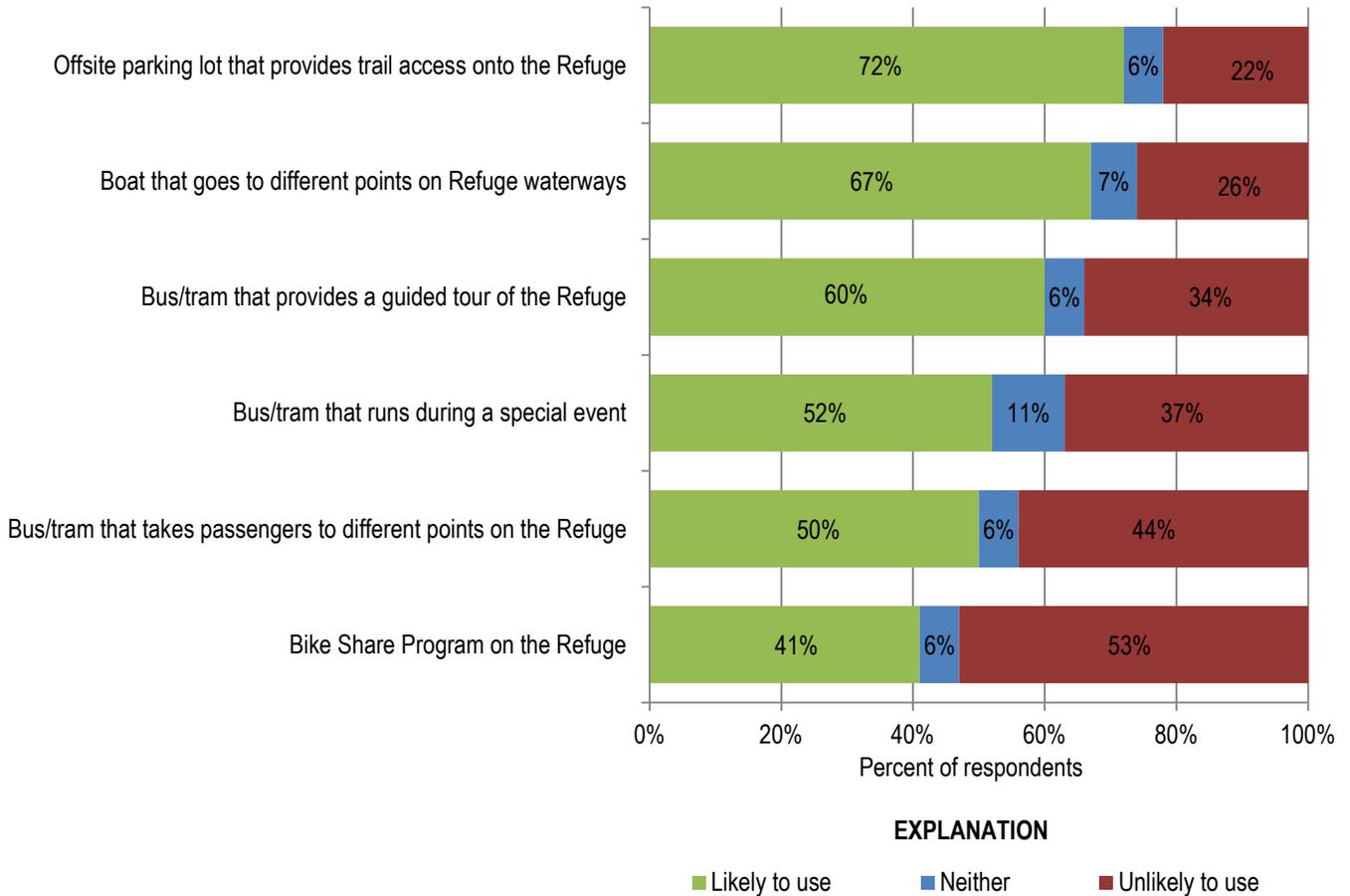


Figure 14. Visitors’ likelihood of using alternative transportation options at national wildlife refuges in the future (n ≥ 254).

Climate Change and the National Wildlife Refuge System

Climate change represents a growing concern for the management of national wildlife refuges. The Service’s climate change strategy, titled “Rising to the Urgent Challenge,” establishes a basic framework for the agency to work within a larger conservation community to help ensure wildlife, plant, and habitat sustainability (U.S. Fish and Wildlife Service, 2010). To support the guiding principles of the strategy, refuges will be exploring options for more effective engagement with visitors on this topic. The national visitor survey collected information about visitors’ level of personal involvement in climate change related to fish, wildlife and their habitats and visitors’ beliefs regarding this topic. Items draw from the “Six Americas” framework for understanding public sentiment toward climate change (Leiserowitz, Maibach, and Roser-Renouf, 2008) and from literature on climate change message frames (for example, Nisbet, 2009). Such information provides a baseline for understanding visitor perceptions of climate change in the context of fish and wildlife conservation that can further inform related communication and outreach strategies.

Factors that influence how individuals think about climate change include their basic beliefs, levels of involvement, policy preferences, and behaviors related to this topic. Results presented below provide

baseline information on visitors’ levels of involvement with the topic of climate change related to fish, wildlife and their habitats. The majority of surveyed visitors to Kīlauea Point NWR agreed with the following statements (fig. 15):

- “I am personally concerned about the effects of climate change on fish, wildlife and habitats;” and
- “I take actions to alleviate the effects of climate change.”

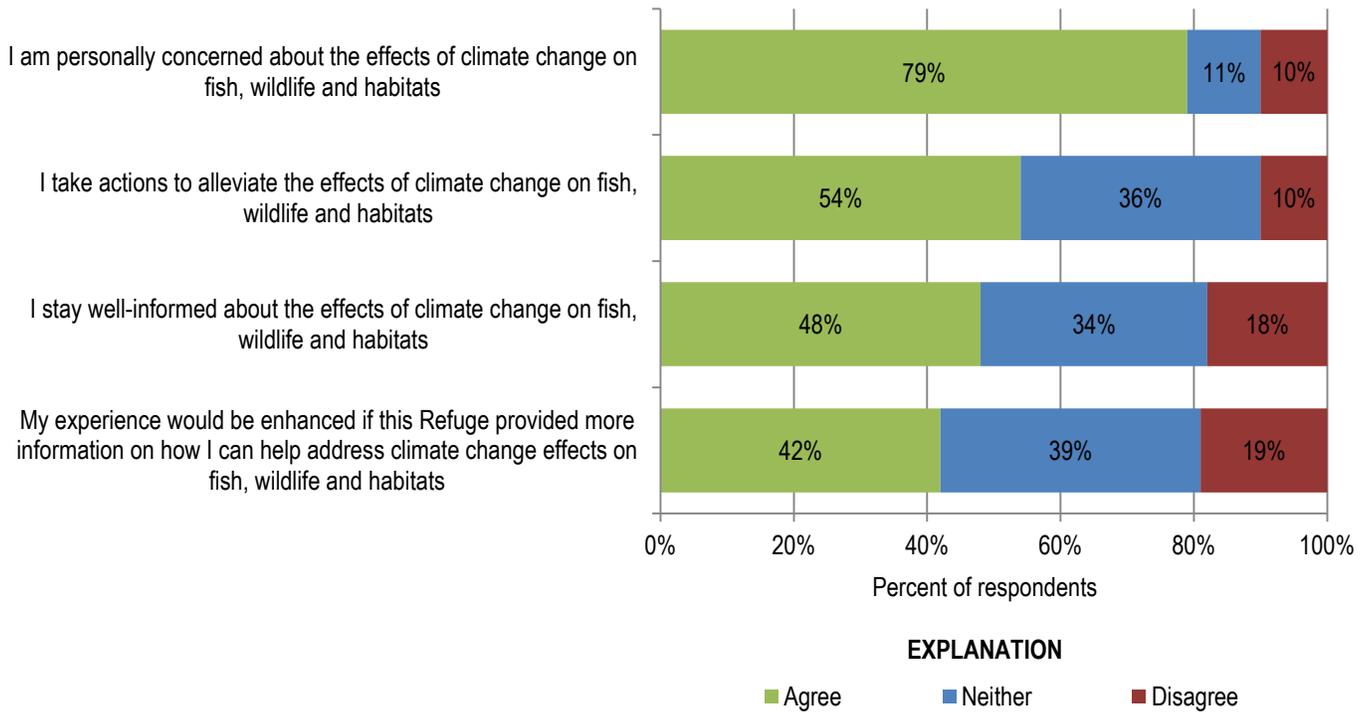


Figure 15. Visitors’ personal involvement with climate change related to fish, wildlife and their habitats (n ≥ 251).

These results are most useful when coupled with responses to belief statements about the effects of climate change on fish, wildlife and their habitats, because such beliefs may be used to develop message frames (or ways to communicate) about climate change with a broad coalition of visitors. Framing science-based findings will not alter the overall message, but rather place the issue in a context in which different audience groupings can relate. The need to mitigate impacts of climate change on Refuges could be framed as a quality-of-life issue (for example, preserving the ability to enjoy fish, wildlife, plants, and their habitat) or an economic issue (for example, maintaining tourist revenues, supporting economic growth through new jobs/technology).

For Kīlauea Point NWR, the majority of visitors believed the following regarding climate change related to fish, wildlife and their habitats (fig. 16):

- “Future generations will benefit if we address climate change effects;”
- “It is important to consider the economic costs and benefits to local communities when addressing climate change effects;” and
- “We can improve our quality of life if we address the effects of climate change.”

The majority of visitors did *not* believe “There has been too much emphasis on the catastrophic effects of climate change.”

Such information suggests that certain beliefs resonate with a greater number of visitors than other beliefs do. This information is important to note because some visitors (42%) indicated that their experience would be enhanced if Kīlauea Point NWR provided information about how they could help address the effects of climate change on fish, wildlife, and their habitats (fig. 15), and framing the information in a way that resonates most with visitors may result in a more engaged public who support strategies aimed at alleviating climate change pressures. Data will be analyzed further at the aggregate, or national level, to inform the development of a comprehensive communication strategy about climate change.

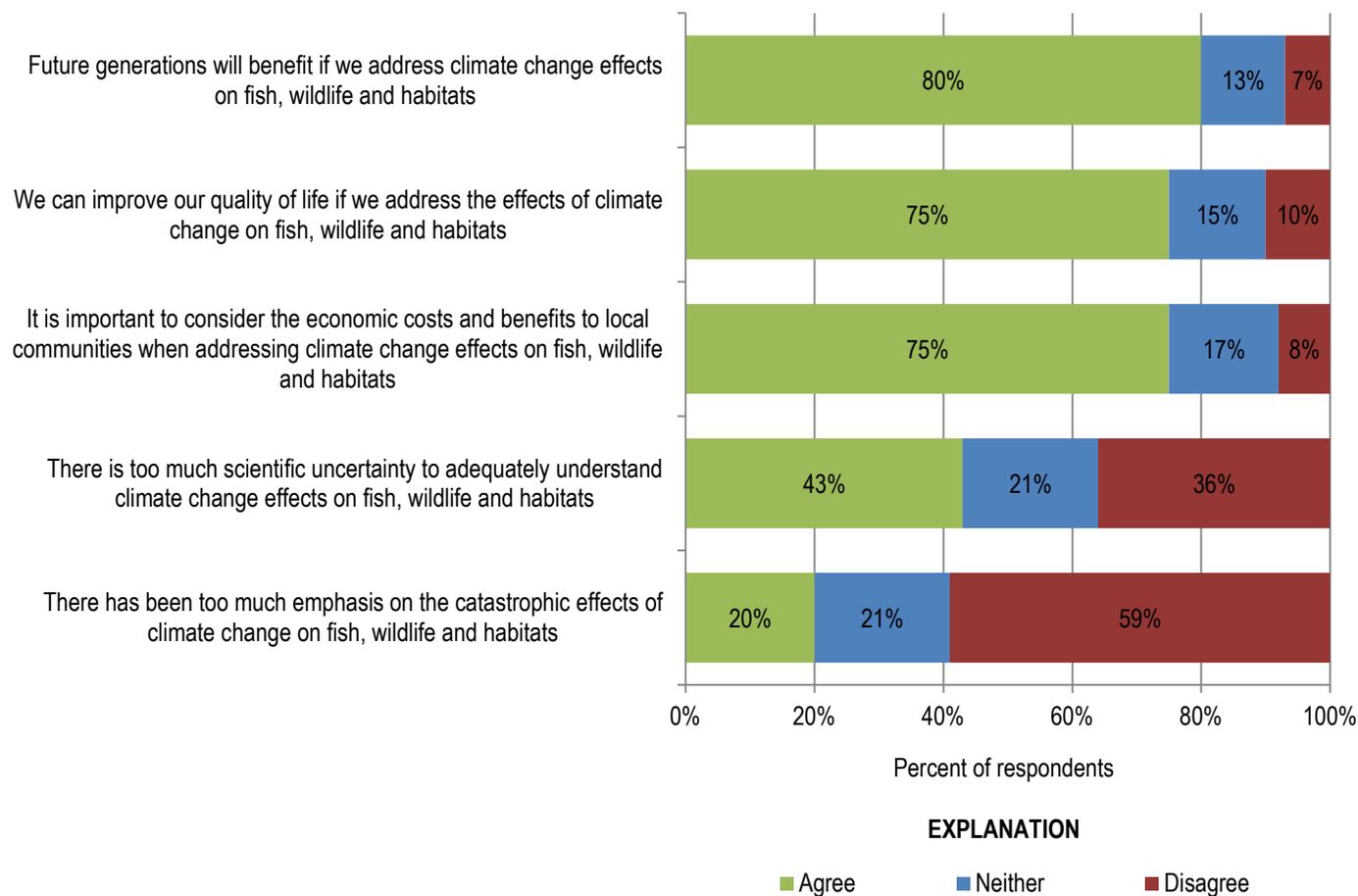


Figure 16. Visitors’ beliefs about the effects of climate change on fish, wildlife and their habitats (n ≥ 252).

Conclusion

These individual refuge results provide a summary of trip characteristics and experiences of a sample of visitors to Kīlauea Point NWR during 2010–2011. These data can be used to inform decision-making efforts related to the refuge, such as Comprehensive Conservation Plan implementation, visitor services management, and transportation planning and management. For example, when modifying (either minimizing or enhancing) visitor facilities, services, or recreational opportunities, a solid understanding of visitors' trip and activity characteristics, their satisfaction with existing offerings, and opinions regarding refuge fees is helpful. This information can help to gauge demand for refuge opportunities and inform both implementation and communication strategies. Similarly, an awareness of visitors' satisfaction ratings with refuge offerings can help determine if any potential areas of concern need to be investigated further. As another example of the utility of these results, community relations may be improved or bolstered through an understanding of the value of the refuge to visitors, whether that value is attributed to an appreciation of the refuge's uniqueness, enjoyment of its recreational opportunities, or spending contributions of nonlocal visitors to the local economy. Such data about visitors and their experiences, in conjunction with an understanding of biophysical data on the refuge, can ensure that management decisions are consistent with the Refuge System mission while fostering a continued public interest in these special places.

Individual refuge results are available for downloading at <http://pubs.usgs.gov/ds/643/> as part of USGS Data Series 643 (Sexton and others, 2011). For additional information about this project, contact the USGS researchers at national_visitor_survey@usgs.gov or 970.226.9205.

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National Wildlife Refuge Visitor Survey



PLEASE READ THIS FIRST:

Thank you for visiting a National Wildlife Refuge and for agreeing to participate in this study! We hope that you had an enjoyable experience. The U.S. Fish and Wildlife Service and the U.S. Geological Survey would like to learn more about National Wildlife Refuge visitors in order to improve the management of the area and enhance visitor opportunities.

If you have recently visited more than one National Wildlife Refuge or made more than one visit to the same Refuge, please respond regarding only the Refuge and the visit when you were asked to participate in this survey. Any question that uses the phrase “this Refuge” refers to the Refuge and visit when you were contacted.

SECTION 1. Your visit to this Refuge

1. Including your most recent visit, which activities have you participated in during the past 12 months at this Refuge?
(Please mark **all that apply.**)

- | | | |
|--|---|--|
| <input type="checkbox"/> 0% Big game hunting | <input type="checkbox"/> 14% Hiking | <input type="checkbox"/> 6% Environmental education (for example, classrooms or labs, tours) |
| <input type="checkbox"/> 0% Upland/Small-game hunting | <input type="checkbox"/> 0% Bicycling | |
| <input type="checkbox"/> 0% Migratory bird/Waterfowl hunting | <input type="checkbox"/> 15% Auto tour route/Driving | <input type="checkbox"/> 1% Special event (<i>please specify</i>)
<u>See Appendix B</u> |
| <input type="checkbox"/> 72% Wildlife observation | <input type="checkbox"/> 0% Motorized boating | |
| <input type="checkbox"/> 72% Bird watching | <input type="checkbox"/> 0% Nonmotorized boating (including canoes/kayaks) | <input type="checkbox"/> 10% Other (<i>please specify</i>)
<u>See Appendix B</u> |
| <input type="checkbox"/> 0% Freshwater fishing | | |
| <input type="checkbox"/> 0% Saltwater fishing | <input type="checkbox"/> 36% Interpretation (for example, exhibits, kiosks, videos) | <input type="checkbox"/> 0% Other (<i>please specify</i>)
<u>See Appendix B</u> |
| <input type="checkbox"/> 75% Photography | | |

2. Which of the activities above was the **primary** purpose of your visit to this Refuge?
(Please write **only one activity** on the line.) See report for categorized results; see Appendix B for miscellaneous responses

3. Did you go to a Visitor Center at this Refuge?

- 7% No
- 93% Yes → If yes, what did you do there? (Please mark **all that apply.**)
- | | |
|--|---|
| <input type="checkbox"/> 86% Visit the gift shop or bookstore | <input type="checkbox"/> 31% Watch a nature talk/video/presentation |
| <input type="checkbox"/> 85% View the exhibits | <input type="checkbox"/> 66% Stopped to use the facilities (for example, get water, use restroom) |
| <input type="checkbox"/> 52% Ask information of staff/volunteers | <input type="checkbox"/> 5% Other (<i>please specify</i>) <u>See Appendix B</u> |

4. Which of the following best describes your visit to this Refuge? (*Please mark **only one.***)

Nonlocal	Local	Total	
6%	38%	8%	It was the primary purpose or sole destination of my trip.
56%	23%	55%	It was one of many equally important reasons or destinations for my trip.
37%	38%	37%	It was just an incidental or spur-of-the-moment stop on a trip taken for other purposes or to other destinations.

5. Approximately how many **miles** did you travel to get to this Refuge?

Nonlocal 3084 number of miles

Local 14 number of miles

6. How much time did you spend at this Refuge on your visit?

See Report for Results

7. Were you part of a group on your visit to this Refuge?

34% No (*skip to question #9*)

66% Yes → What **type of group** were you with on your visit? (*Please mark **only one.***)

97% Family and/or friends

0% Organized club or school group

2% Commercial tour group

1% Other (*please specify*) See Appendix B

8. How many people were in your group, including yourself? (*Please answer each category.*)

3 number 18 years and over

0 number 17 years and under

9. How did you **first learn or hear about** this Refuge? (*Please mark **all that apply.***)

29% Friends or relatives

1% Refuge website

35% Signs on highway

4% Other website (*please specify*) See Appendix B

2% Recreation club or organization

2% Television or radio

16% People in the local community

17% Newspaper or magazine

21% Refuge printed information (brochure, map)

28% Other (*please specify*) See Appendix B

10. During which seasons have you visited this Refuge in the last 12 months? (*Please mark **all that apply.***)

5% Spring
(March-May)

2% Summer
(June-August)

53% Fall
(September-November)

45% Winter
(December-February)

11. How many times have you visited...

...this Refuge (including this visit) in the last 12 months? 1 number of visits

...other National Wildlife Refuges in the last 12 months? 1 number of visits

SECTION 2. Transportation and access at this Refuge

1. What **forms of transportation** did you use on your visit to this Refuge? (*Please mark **all that apply.***)

- | | | | | | |
|------------------------------|---|-----------------------------|----------------------------------|------------------------------|---------------------------------------|
| <input type="checkbox"/> 96% | Private vehicle without a trailer | <input type="checkbox"/> 0% | Refuge shuttle bus or tram | <input type="checkbox"/> 0% | Bicycle |
| <input type="checkbox"/> 0% | Private vehicle with a trailer
(for boat, camper or other) | <input type="checkbox"/> 0% | Motorcycle | <input type="checkbox"/> 20% | Walk/Hike |
| <input type="checkbox"/> 2% | Commercial tour bus | <input type="checkbox"/> 0% | ATV or off-road vehicle | <input type="checkbox"/> 2% | Other (<i>please specify below</i>) |
| <input type="checkbox"/> 0% | Recreational vehicle (RV) | <input type="checkbox"/> 0% | Boat | <u>See Appendix B</u> | |
| | | <input type="checkbox"/> 1% | Wheelchair or other mobility aid | | |

2. Which of the following did you use to find your way to this Refuge? (*Please mark **all that apply.***)

- | | | | |
|------------------------------|--|------------------------------|---|
| <input type="checkbox"/> 73% | Signs on highways | <input type="checkbox"/> 1% | Directions from Refuge website |
| <input type="checkbox"/> 19% | A GPS navigation system | <input type="checkbox"/> 5% | Directions from people in community near this Refuge |
| <input type="checkbox"/> 27% | A road atlas or highway map | <input type="checkbox"/> 10% | Directions from friends or family |
| <input type="checkbox"/> 6% | Maps from the Internet (for example,
MapQuest or Google Maps) | <input type="checkbox"/> 22% | Previous knowledge/I have been to this Refuge before |
| | | <input type="checkbox"/> 5% | Other (<i>please specify</i>) <u>See Appendix B</u> |

3. Below are different alternative transportation options that could be offered at some National Wildlife Refuges in the future. Considering the different Refuges you may have visited, please tell us **how likely you would be to use each transportation option.** (*Please circle one number for each statement.*)

How likely would you be to use...	Very Unlikely	Somewhat Unlikely	Neither	Somewhat Likely	Very Likely
...a bus or tram that takes passengers to different points on the Refuge (such as the Visitor Center)?	<input type="checkbox"/> 30%	<input type="checkbox"/> 13%	<input type="checkbox"/> 6%	<input type="checkbox"/> 32%	<input type="checkbox"/> 18%
...a bike that was offered through a Bike Share Program for use while on the Refuge?	<input type="checkbox"/> 38%	<input type="checkbox"/> 15%	<input type="checkbox"/> 6%	<input type="checkbox"/> 26%	<input type="checkbox"/> 15%
...a bus or tram that provides a guided tour of the Refuge with information about the Refuge and its resources?	<input type="checkbox"/> 22%	<input type="checkbox"/> 11%	<input type="checkbox"/> 7%	<input type="checkbox"/> 36%	<input type="checkbox"/> 24%
...a boat that goes to different points on Refuge waterways?	<input type="checkbox"/> 18%	<input type="checkbox"/> 8%	<input type="checkbox"/> 7%	<input type="checkbox"/> 36%	<input type="checkbox"/> 31%
...a bus or tram that runs during a special event (such as an evening tour of wildlife or weekend festival)?	<input type="checkbox"/> 25%	<input type="checkbox"/> 12%	<input type="checkbox"/> 11%	<input type="checkbox"/> 34%	<input type="checkbox"/> 18%
...an offsite parking lot that provides trail access for walking/hiking onto the Refuge?	<input type="checkbox"/> 15%	<input type="checkbox"/> 7%	<input type="checkbox"/> 6%	<input type="checkbox"/> 38%	<input type="checkbox"/> 34%
...some other alternative transportation option? (<i>please specify</i>) <u>See Appendix B</u>	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%	<input type="checkbox"/> 11%	<input type="checkbox"/> 56%	<input type="checkbox"/> 33%

4. If alternative transportation were offered at *this* Refuge, would it enhance your experience?

- 12% Yes 50% No 38% Not Sure

5. For each of the following transportation-related features, first, **rate how important** each feature is to you when visiting this Refuge; then **rate how satisfied** you are with the way this Refuge is managing each feature. *If this Refuge does not offer a specific transportation-related feature, please rate how important it is to you and then circle NA "Not Applicable" under the Satisfaction column.*

Importance						Satisfaction					
Circle one for each item.						Circle one for each item.					
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important		Very Unsatisfied	Somewhat Unsatisfied	Neither	Somewhat Satisfied	Very Satisfied	Not Applicable
6%	11%	10%	52%	21%	Surface conditions of roads	2%	2%	6%	18%	71%	NA
4%	17%	11%	55%	14%	Surface conditions of parking areas	4%	2%	8%	22%	65%	NA
6%	3%	18%	31%	42%	Condition of bridges	5%	1%	19%	21%	54%	NA
5%	5%	6%	43%	41%	Condition of trails and boardwalks	3%	1%	4%	21%	72%	NA
5%	5%	3%	41%	45%	Number of places for parking	2%	10%	4%	31%	52%	NA
3%	6%	22%	48%	22%	Number of places to pull over along Refuge roads	2%	6%	25%	34%	33%	NA
5%	2%	8%	36%	49%	Safety of driving conditions on Refuge roads	1%	3%	8%	29%	58%	NA
4%	3%	7%	42%	44%	Safety of Refuge road entrances/exits	1%	5%	5%	29%	60%	NA
4%	2%	5%	38%	51%	Signs on highways directing you to the Refuge	1%	6%	7%	31%	56%	NA
3%	3%	13%	41%	40%	Signs directing you around the Refuge roads	2%	2%	13%	24%	59%	NA
4%	2%	10%	35%	48%	Signs directing you on trails	3%	2%	13%	26%	56%	NA
4%	5%	24%	31%	35%	Access for people with physical disabilities or who have difficulty walking	3%	4%	21%	22%	49%	NA

6. If you have any comments about transportation-related items at this Refuge, please write them on the lines below.

See Appendix B

SECTION 3. Your expenses related to your Refuge visit

1. Do you live in the local area (within approximately 50 miles of this Refuge)?

5% Yes

95% No → How much time did you spend **in local communities** on this trip?
 3 number of hours OR 9 number of days

2. Please record the amount that **you and other members of your group** with whom you shared expenses (for example, other family members, traveling companions) spent in the local 50-mile area during **your most recent visit** to this Refuge. *(Please enter the amount spent to the nearest dollar in each category below. Enter 0 (zero) if you did not spend any money in a particular category.)*

Categories	<u>Amount Spent in Local Communities & at this Refuge</u> <i>(within 50 miles of this Refuge)</i>
Motel, bed & breakfast, cabin, etc.	
Camping	
Restaurants & bars	
Groceries	
Gasoline and oil	
Local transportation (bus, shuttle, rental car, etc.)	
Refuge entrance fee	
Recreation guide fees (hunting, fishing, wildlife viewing, etc.)	
Equipment rental (canoe, bicycle, kayak, etc.)	
Sporting good purchases	
Souvenirs/clothing and other retail	
Other <i>(please specify)</i> _____	

See Report for Results

3. Including yourself, how many people in your group shared these trip expenses?

 3 number of people sharing expenses

4. As you know, some of the costs of travel such as gasoline, hotels, and airline tickets often increase. If your total trip costs were to increase, what is the maximum extra amount you would pay and still visit this Refuge? (*Please circle the highest dollar amount.*)

\$0	\$10	\$20	\$35	\$50	\$75	\$100	\$125	\$150	\$200	\$250
11%	23%	13%	5%	6%	2%	10%	2%	3%	3%	23%

5. If you or a member of your group paid a fee or used a pass to enter this Refuge, how appropriate was the fee? (*Please mark **only one.***)

0%	Far too low	7%	Too low	81%	About right	10%	Too high	1%	Far too high	21%	Did not pay a fee (skip to Section 4)
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6. Please indicate whether you disagree or agree with the following statement. (*Please mark **only one.***)

The value of the recreation opportunities and services I experienced at this Refuge was at least equal to the fee I paid.

4%	Strongly disagree	6%	Disagree	15%	Neither agree or disagree	38%	Agree	37%	Strongly agree
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SECTION 4. Your experience at this Refuge

1. Considering your visit to this Refuge, please indicate the extent to which you disagree or agree with each statement. (*Please circle one number for each statement.*)

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
Overall, I am satisfied with the recreational activities and opportunities provided by this Refuge.	1%	6%	7%	42%	44%	NA
Overall, I am satisfied with the information and education provided by this Refuge about its resources.	1%	2%	5%	41%	52%	NA
Overall, I am satisfied with the services provided by employees or volunteers at this Refuge.	1%	1%	3%	32%	63%	NA
This Refuge does a good job of conserving fish, wildlife and their habitats.	1%	0%	5%	31%	62%	NA

2. For each of the following services, facilities, and activities, first, **rate how important** each item is to you when visiting this Refuge; then, **rate how satisfied** you are with the way this Refuge is managing each item.
If this Refuge does not offer a specific service, facility, or activity, please rate how important it is to you and then circle NA "Not Applicable" under the Satisfaction column.

Importance					Refuge Services, Facilities, and Activities	Satisfaction					
Circle one for each item.						Circle one for each item.					
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important		Very Unsatisfied	Somewhat Unsatisfied	Neither	Somewhat Satisfied	Very Satisfied	Not Applicable
2%	3%	8%	57%	30%	Availability of employees or volunteers	0%	2%	3%	21%	74%	NA
2%	0%	6%	36%	56%	Courteous and welcoming employees or volunteers	0%	0%	2%	10%	87%	NA
1%	1%	4%	31%	64%	Knowledgeable employees or volunteers	0%	0%	5%	14%	80%	NA
2%	5%	8%	49%	37%	Printed information about this Refuge and its resources (for example, maps and brochures)	0%	2%	11%	29%	58%	NA
1%	4%	10%	43%	42%	Informational kiosks/displays about this Refuge and its resources	0%	2%	9%	28%	62%	NA
1%	4%	14%	43%	38%	Signs with rules/regulations for this Refuge	0%	0%	13%	30%	56%	NA
1%	1%	9%	44%	45%	Exhibits about this Refuge and its resources	0%	3%	9%	29%	59%	NA
3%	3%	25%	42%	28%	Environmental education programs or activities	1%	1%	30%	27%	41%	NA
1%	2%	7%	51%	40%	Visitor Center	0%	3%	5%	32%	61%	NA
1%	0%	6%	36%	56%	Convenient hours and days of operation	0%	6%	6%	24%	63%	NA
1%	0%	4%	30%	65%	Well-maintained restrooms	1%	2%	6%	19%	72%	NA
1%	2%	7%	30%	61%	Wildlife observation structures (decks, blinds)	0%	2%	5%	26%	66%	NA
1%	1%	13%	38%	47%	Bird-watching opportunities	0%	1%	6%	19%	74%	NA
1%	1%	6%	37%	55%	Opportunities to observe wildlife other than birds	2%	4%	10%	26%	58%	NA
1%	1%	5%	33%	61%	Opportunities to photograph wildlife and scenery	0%	3%	4%	20%	73%	NA
63%	6%	26%	3%	2%	Hunting opportunities	5%	0%	69%	8%	17%	NA
53%	6%	27%	9%	5%	Fishing opportunities	5%	3%	66%	7%	19%	NA
5%	4%	22%	45%	23%	Trail hiking opportunities	3%	9%	36%	28%	24%	NA
20%	8%	34%	27%	10%	Water trail opportunities for canoeing or kayaking	5%	5%	60%	18%	11%	NA
18%	12%	35%	28%	7%	Bicycling opportunities	6%	4%	59%	11%	20%	NA
15%	11%	40%	19%	16%	Volunteer opportunities	1%	0%	61%	15%	23%	NA

3. If you have any comments about the services, facilities, and activities at this Refuge, please write them on the lines below.

See Appendix B

SECTION 5. Your opinions regarding National Wildlife Refuges and the resources they conserve

1. Before you were contacted to participate in this survey, were you aware that National Wildlife Refuges...

...are managed by the U. S. Fish and Wildlife Service?

71% Yes

29% No

...have the primary mission of conserving, managing, and restoring fish, wildlife, plants and their habitat?

80% Yes

20% No

2. Compared to other public lands you have visited, do you think Refuges provide a unique recreation experience?

85% Yes

15% No

3. If you answered "Yes" to Question 2, please briefly describe what makes Refuges unique. _____

See Appendix B

4. There has been a lot of talk about climate change recently. We would like to know what you think about climate change as it relates to fish, wildlife and their habitats. To what extent do you disagree or agree with each statement below? (Please circle one number for each statement.)

Statements about climate change	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
I am personally concerned about the effects of climate change on fish, wildlife and their habitats.	5%	4%	11%	42%	36%
We can improve our quality of life if we address the effects of climate change on fish, wildlife and their habitats.	5%	5%	15%	42%	33%
There is too much scientific uncertainty to adequately understand how climate change will impact fish, wildlife and their habitats.	16%	19%	21%	31%	12%
I stay well-informed about the effects of climate change on fish, wildlife and their habitats.	2%	16%	34%	39%	9%
It is important to consider the economic costs and benefits to local communities when addressing the effects of climate change on fish, wildlife and their habitats.	4%	4%	17%	58%	17%
I take actions to alleviate the effects of climate change on fish, wildlife and their habitats.	5%	6%	35%	42%	12%
There has been too much emphasis on the catastrophic effects of climate change on fish, wildlife and their habitats.	26%	33%	21%	13%	6%
Future generations will benefit if we address the effects of climate change on fish, wildlife and their habitats.	4%	3%	13%	35%	45%
My experience at this Refuge would be enhanced if this Refuge provided more information about how I can help address the effects of climate change on fish, wildlife and their habitats.	6%	12%	39%	33%	10%

SECTION 6. A Little about You

**** Please tell us a little bit about yourself. Your answers to these questions will help further characterize visitors to National Wildlife Refuges. Answers are not linked to any individual taking this survey. ****

1. Are you a citizen or permanent resident of the United States?

92% Yes 8% No → *If not, what is your home country?* See Figure 4 in Report

2. Are you? 54% Male 46% Female

3. In what year were you born? 1956 (YYYY)

4. What is your highest year of formal schooling? *(Please circle one number.)*

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20+
(elementary)					(junior high or middle school)			(high school)				(college or technical school)				(graduate or professional school)			
<input type="checkbox"/> 0%					<input type="checkbox"/> 9%				<input type="checkbox"/> 52%				<input type="checkbox"/> 39%						

5. What ethnicity do you consider yourself? 2% Hispanic or Latino 98% Not Hispanic or Latino

6. From what racial origin(s) do you consider yourself? *(Please mark **all that apply.**)*

- 5% American Indian or Alaska Native 2% Black or African American 94% White
 3% Asian 2% Native Hawaiian or Pacific Islander

7. How many members of your household contribute to paying the household expenses? 2 persons

8. Including these members, what was your approximate household income from all sources (before taxes) last year?

- | | | |
|---|--|--|
| <input type="checkbox"/> 0% Less than \$10,000 | <input type="checkbox"/> 6% \$35,000 - \$49,999 | <input type="checkbox"/> 23% \$100,000 - \$149,999 |
| <input type="checkbox"/> 1% \$10,000 - \$24,999 | <input type="checkbox"/> 18% \$50,000 - \$74,999 | <input type="checkbox"/> 11% \$150,000 - \$199,999 |
| <input type="checkbox"/> 2% \$25,000 - \$34,999 | <input type="checkbox"/> 19% \$75,000 - \$99,999 | <input type="checkbox"/> 20% \$200,000 or more |

9. How many outdoor recreation trips did you take in the last 12 months (for activities such as hunting, fishing, wildlife viewing, etc.)?

 7 number of trips

Thank you for completing the survey.

There is space on the next page for any additional comments you may have regarding your visit to this Refuge.

See Appendix B for Comments

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Appendix B: Visitor Comments to Open-Ended Survey Questions for Kīlauea Point National Wildlife Refuge

Survey Section 1

Question 1: "Including your most recent visit, which activities have you participated in during the past 12 months at this Refuge?"

Special Event	Frequency
National Refuge Day	1
Open house	1
Total	2

Other Activity	Frequency
Asking information of docents	1
Enjoying the spectacular view	1
Family vacation	1
Lighthouse	3
Lighthouse observation	1
Look at lighthouse	1
Observing whales	1
Scenic Views	1
Sightseeing	3
Toured the lighthouse	1
Vacation	1
Vacation - sightseeing	1
View lighthouse	1
Viewing of Pavers	1
Visit the lighthouse	1
Visit the lighthouse, which was closed	1
Visit to Kilauea lighthouse	1

Whale Sanctuary annual count	1
Whale watching	4
Wildlife	1
Total	27

Question 2: "Which of the activities above was the primary purpose of your visit to this Refuge?"
Primary activities are categorized in the main report; the table below lists the "other" miscellaneous primary activities listed by survey respondents.

Other Miscellaneous Primary Activities	Frequency
Enjoyment - loved the binoculars	1
Observation	1
Observation and enjoyment of the native habitats	1
Observing the whole facility, first time from California	1
Tour	2
Viewing	1
Viewing of Pavers	1
Visit	1
Visiting, bird and whale watching, lighthouse	1
Total	10

Question 3: "Did you go to a Visitor Center at this Refuge?"; If Yes, "What did you do there?"

Other Visitor Center Activity	Frequency
Borrow binoculars	5
Bought books	1
Obtain informative literature	1
Take Pictures	1
Told of my encounters with albatross. I lived on Midway Island in the US Navy for 8 months.	1
Vacationing enjoying the scenery	1

Watched nesting birds and took pictures	1
Whale watching, bird watching, viewing scenery	1
Total	12

Question 7: "Were you part of a group on your visit to this Refuge?; If Yes, "What type of group were you with on your visit?"

Other Group Type	Frequency
Caregiver with 2 clients	1
Vacation in Kauai	1
Total	2

Question 9: "How did you first learn or hear about this Refuge?"

Other Website	Frequency
Discover Kauai	1
Frommer's, Fodor's	1
Google	1
Kauai info	1
Kauai points of interest	1
Kauai visitor	1
Literature from a website	1
Trip advisor	1
www.gohawaii.com	2
Total	10

Other Ways Heard about This Refuge	Frequency
"Blue Book" about Kauai	1
AAA	1
AAA Tour Book	1

Bird watching field guide; a BOOK not the web	1
Book	1
Book- Kauai revealed	1
Books on birds of Hawaii	1
Brochure of island	1
Bulletin board at restaurant	1
Clerk in a convenience store	1
Concierge at our resort/must see	1
Concierge at resort	1
Exploring area	1
Fodor's	1
Google Maps / Google Earth	1
Guide book on Kauai	6
Guidebook	12
Guidebook on Hawaii	1
Guidebooks	1
Insider's Guide to Kauai	1
Island map in rental car and Kauai brochure	1
Kauai Revealed Book	1
Kauai visitor info	1
Kauai visitors	1
Listed on the Kauai map that was handed out on Hawaiian Airlines	1
Lonely Planet Guidebook	3
Referred by resort (Westin Princeville)	1
Resort concierge	1
Signs in Kilauea	1
The Ultimate Kauai Guidebook	1
Tour book	2
Tour guide	1

Tourist book	1
Tourist guidebook-Kauai revealed	1
Tourist Info and hotel personnel	1
Travel book	5
Travel book on Hawaii	1
Travel book on Kauai	1
Travel guide	5
Travel guidebook for Kauai	1
Travel magazine	1
Visitor in past	1
Visitor magazines	1
Visual (It's a lighthouse)	1
Waitress	1
Total	72

Survey Section 2

Question 1: "What forms of transportation did you use on your visit to this Refuge?"

Other Forms of Transportation	Frequency
Airplane	2
Commercial airline	1
Plane	3
Total	6

Question 2: "Which of the following did you use to find your way to this Refuge?"

Other Ways Found This Refuge	Frequency
AAA	1
Brochure	1
Directions from Guidebook	1

Directions in guide book on Kauai	1
Directions in Kauai guide book	1
From hotel map of area	1
Guide Book	1
Guidebooks	1
Kauai Revealed Series Book	1
Map from resort	1
Paper map of Island	1
Taken by a friend that is a resident of the island.	1
Travel book	1
Travel guide book for Kauai	1
Total	14

Question 5: "Below are different alternative transportation options that could be offered at some National Wildlife Refuges in the future...please tell us how likely you would be to use each transportation option."

Other Transportation Option Likely to Use	Frequency
Auto	1
Car	1
Group hiking	1
Guided tour	1
Horses	1
People group guides	1
Personal car	1
Plane	1
Private car	1
Rental car	1
Suggest hybrid or electric busses or trams from parking area into Refuge Visitor Center	1
Tractor and passenger trailer	1
Total	12

Question 6: "If you have any comments about transportation-related items at this Refuge, please write them on the lines below."

Comments on Transportation-related Items at This Refuge (n = 28)

Again, I recommend visitor parking at the perimeter, with hybrid or electric buses to visitor center at short intervals (a la Zion National Park). Also, road signs at the nearest major highway indicating Open/Closed/Full status, to avoid unnecessary drive times.

I have Parkinson's and they provided a ride in an ATV to and from the parking area.

I would have liked a more comprehensive visitor center with more exhibits, especially about Hawaiian history, and more information about birding.

In general things at Kauai island seemed very unsafe. The day we came there were rains the previous day and the trails were really muddy and slippery. Our trip to the Waterfall (forgot the name it involved kayaking) was so dangerous. The trail was muddy, we kept slipping, AND the stream next to the trail was flowing rapidly. If any one of us slipped accidentally into the stream (which was HIGHLY possible), as there were no kinds of boardwalks or fences/gates preventing us from falling into the stream, nobody would have been capable of rescuing us because the stream was flowing so forcefully. I was EXTREMELY dissatisfied with the safety at the trips and tours at Kauai. EVERYTHING was extremely unsafe. There was a really high possibility somebody could get hurt/injured but seemed like nobody was willing to make any changes.

It began to rain heavily. The volunteer offered rides to the entrance to anyone who needed it. Nice touch!

It encourages people to walk! Alternative methods may be needed for the disabled though. Regarding signage - my memory is that one turn was marked with a landmark sign, perhaps the official lighthouse sign, and it had been stole or damaged.

It is a steep climb from the parking lot to the refuge entrance.

It was confusing as to whether to leave the car at the lookout or walk - We finally noticed a sign. Limited parking is a problem.

It was great, thanks!

Need to smooth the walkway along trails and handrail up the path to the top of the hill for older folks.

Parking seems to be limited.

Roads are not marked well.

The corners are very tight going in and out of parking area. The parking spaces are cramped for full size cars.

The electric carts driven by docents for visitors who have difficulty walking are very good and should be continued.

The road to the refuge was steep and narrow but good; needs more caution signs. The parking lot was small and narrow but it is good as is; caution signs needed.

There are limited parking spots at times!

There is no need for shuttles at this site as there were plenty of parking spots, which were very near the lighthouse. The lady volunteer we spoke to was extremely knowledgeable and helpful. It was evident she loved working there.

There is such a small area to walk around in this preserve, and I found everything just fine, even with construction going on in the lighthouse.

There was a small tram available for people who desired to use this from the parking area to the visitor's center which seemed adequate. We chose to walk from the dirt parking lot which was fine. Would have liked to hike/explore some but was not in our timeframe.

There were trails that were closed so we were somewhat disappointed.

This is a very small refuge, had adequate parking, allows only walking into and out of, and transportation, road surfaces, etc. were irrelevant.

This was a very busy refuge and parking was at a bit of a premium; however staff did an exemplary job of directing traffic and assuring visitors it wouldn't be long for them to get a parking spot.

Transportation was offered from the parking lot to the viewing site. That was great.

We had a nice visit, even on a windy, rainy day. It was nice to have binoculars available at the visitor center. There was a nice selection of informational/educational items at the gift shop. There was a friendly 'rangers' at the front gate.

We witnessed a refuge volunteer in a golf cart transporting elderly up from the parking lot - a great experience!

What got this visit off to a good start was the pleasant greeting and personality of the girl collecting the money to get in.

You should add another handicapped parking spot. I have been lucky both times that the spot was available. I have used the shuttle both ways from the check-in booth. The wait for it is never long and we appreciate the transportation.

Survey Section 4

Question 6: "If you have any comments about services, facilities, and activities at this Refuge, please write them on the lines below."

Comments on Services, Facilities, and Activities at This Refuge (n = 61)

A refuge employee spent 20 minutes of his time educating us about nesting shearwaters.

Although it was a disappointment for the historic lighthouse to be behind scaffolding, it was very reassuring to see that it was being restored and maintained. I look forward to seeing it fully restored on my next visit.

Everyone at Kilauea Point NWR was super nice and welcoming. And the views and bird watching are spectacular.

Extremely impressive.

For such a beautiful location and amazing bird areas I thought the refuge's facilities (such as the visitor center) were too small and somewhat outdated.

Great facility - great volunteers. We stop every year. You should raise the cost to go to the lighthouse to \$10 per person. You can stay and pay nothing. Very good sightseeing.

I absolutely love the Kilauea Point National Wildlife Refuge. We go there every time we go to Kauai (3 times to date). The views and the birds and whale watching are spectacular in any kind of weather. I really wouldn't change anything except finish rehabbing the lighthouse, update some of the exhibits, and perhaps make some hiking trails in back of the lighthouse point, if there is refuge property of interest there. Please don't add

buses or trams--they really aren't needed. I want to thank the volunteers and the US Fish and Wildlife and National Wildlife Refuge System for making this all possible. Places like the Kilauea Point Refuge are our nation's treasures and it is so critical we nurture and honor them.

I am sure that I am not completely aware of such opportunities at Kilauea Lighthouse. I live on the mainland so this was a visit for me and not a place I will be able to visit often.

I could use more info on the local birds and the structures for them on the rock island offshore.

I feel the services, facilities, and activities of this refuge well meet the needs of the visitors.

I very much enjoyed the videos available. There were very helpful volunteers in the gift shop explaining bird behavior. There was a friendly and well-informed park ranger on 2/19/2011 when we visited.

I was a bit disappointed to find the top of Kilauea Lighthouse covered when we visited on President's Day weekend. Otherwise, the facilities and location were perfect.

I was very pleased! Beautiful park, the ranger was very knowledgeable.

I was very unhappy with the safety of the tours like the sea tour and the kayaking trip. Please see notes in my other comments. They were extremely dangerous!

I wish the light house was open but I'm glad it is being maintained.

I would have liked if they had opened a little earlier.

I would like more opportunities to participate in the kayak activities during Wildlife Refuge week. All spots were filled when we arrived on the island.

If there were any areas at the Kilauea Point National Wildlife Refuge to visit besides the lighthouse, we were not told of them and they were not found on the brochure. We would have liked to see more of the reserve.

It seemed to close early and on holidays.

It was just a short stop to see the ocean view.

It was pretty boring. I could see this place being an exciting stop when the whales are in the area; otherwise there is nothing special to see at this location.

It would be great if there were bathroom facilities at the lighthouse itself rather than only at the visitor center.

It would have been much better if we had been able to tour the lighthouse.

It's a special place that we visit annually when in Kauai.

Kilauea Lighthouse is a special place on Kauai and everyone there treats it as such.

Kilauea NWR is very compact so many of the questions above do not really apply.

Kilauea Point was a very nice facility and appears to be doing a good job of protecting wildlife habitats.

Many trails were closed! I was hoping it was because of nesting birds. If so, I am fine to observe from afar. Normally, I would walk all trails offered.

Men's restroom was closed and inoperable. You should have porta-johns for this problem. The lighthouse was closed.

It's just great.

Overall it was very good!

Ranger was very nice, friendly, and knowledgeable. 2/2011

The fact that you could sign out binoculars (on the honor system) was a HUGE bonus! It made all the difference in the world in viewing the whales and birds. Thanks for this service!

The lighthouse was closed and the Fresnel lens was not available for viewing. This was not communicated before entering. I most likely would have not entered if I knew this.

The lighthouse was closed for renovations. There was a sign that indicated some renovations were going on, but nothing that indicated the lighthouse was closed.

The lighthouse was under construction so we were unable to see inside.

The lighthouse, our primary reason to visit, was closed and we were not informed before entering. It is being renovated.

The person at the park entrance, where we paid the entrance fees, was extremely friendly and kind. I had purchased a senior lifetime pass in South Dakota this past fall and forgot to bring it with me when we left Indiana for this vacation in Hawaii. That gentleman (sorry I did not get his name) was kind enough to take me at my word and let my wife and me into the refuge without having to pay for another lifetime pass (the same courtesy was not afforded me when we entered the Haleakala National Park later in our vacation to Hawaii). This kindness enticed me to make a larger than normal donation while I was at the Kilauea Point National Wildlife Refuge.

The refuge was beautiful. We came to see the lighthouse / view, and were so pleased by all the birds we observed. A great experience!

The refuge was closed on a holiday; it would be visited by a lot of people had it been open. Staff and volunteers were very knowledgeable.

The Refuge was exactly what we had hoped for.

The staff and volunteers are very helpful. I saw whales - multiple sightings, a lifetime memory. Thank you!

The staff was very friendly and informed.

The telescopes for handicapped people looked through the chain link fence, which distracted from the view. Having binoculars available was very nice.

There is a charge to enter the refuge. It is not a charge to take care of the refuge, it is a fee charged by the local government and I believe it may not be legal. It is almost bordering criminal.

There was a golf cart to take up uphill, things to entertain children and educate them, a film, and some plants for education, all very nice, I'm impressed.

There were not really any volunteers at the visitor's center to answer any questions. That would have been nice.

These facilities - lovely views! Great employees - nice interactions with children though none in our group. A great experience!

This is a small refuge but is wonderful for bird watching.

This was a great place to visit and we will for sure visit next time we come to the island.

This was our third visit in 7 years and the Visitor Center exhibits are the same. I think they need to be updated, changed, and perhaps rotated so that visitors would be encouraged to experience the Visitor Center.

Very clean and very educational.

Very nice, well maintained, beautiful area.

Very welcoming people - knowledgeable of the area. Good gift shop - we bought t-shirts for our grandchildren and a book for ourselves.

We just happened to visit on a free day with a lot of activities for kids and information/volunteers present. There also were a number of endangered chicks that had hatched and we were able to observe them, which was special. We enjoyed our visit. This is a beautiful place.

We were disappointed the lighthouse was closed, but we saw several Nene nests with chicks and a large variety of sea birds - no whales - wrong season.

We whale watched and took many photos over 6 visits within 2 weeks. It was the highlight of our vacation.

We would like to see the lighthouse open more often...

Why is it costing so much to rebuild the lighthouse? I don't know if the price was right but 10 million dollars?

You're asking too many questions for this tiny preserve! We went to see the birds, whales, and whatever else happened to be there.

Survey Section 5

Question 3: "If you answered "Yes" to Question 2, please briefly describe what makes Refuges unique."

Comments on What Makes Refuges Unique? (n = 162)

A chance to experience unspoiled nature. Thanks.

A marine environment.

A place to see animals in their habitat as opposed to using the area for your own recreational purposes.

Ability to observe and preserve habitat and wildlife.

Amazing scenery and history here.

An opportunity to observe wildlife in its natural habitat. I prefer limited hunting on refuges in order to cull populations if natural predators are not represented in total wildlife population, as that will continue to provide a healthy and vibrant breeding culture. In today's environment that most people experience it is important to be able to get away and see nature in all its glory.

Beautiful areas. Great for hiking, biking, canoeing, etc.

Beautiful ocean vistas, nesting birds, plants and trees identified by signs.

Beautiful scenery and a well maintained area.

Because of the U.S. Fish and Wildlife mission statement of keeping and restoring the native habitat.

Because they have the primary mission of conserving, managing, and restoring fish, wildlife, plants, and their habitat, but at the same time want people to be able to see and enjoy the wildlife and property.

Being able to be in a conserved area with education on history, what's being done, and level of success of the conservation.

Being able to observe nature in its natural state.

Conservation, information, interesting.

Continued preservation of wildlife habitat.

Educational opportunities and familiarization with the local environment.

Educational, protected, knowledgeable staff and efforts at preservation of habitat and species.

Emphasis is on conservation and restoration.

Emphasis is on conservation of natural resources.

Excellent access to sea birds.

Focus and information available on the wildlife, especially birds, in the refuge. This refuge has awesome scenery!

Focuses on conservation.

For the most part the wildlife is unmolested, in a natural habitat, and can be viewed in the normal activities.

Generally animals in refuges are easily observed because the refuge provides a safe nesting, foraging environment for a variety of species.

Generally, there is no hunting, fishing, or general harvesting plants or animals from refuges and I want to see them in their natural state. Not all public lands are PRESERVED. Refuges are a key place for many migrating birds to feel safe from hunters.

Good educational experience!

Great lighthouse point. Great place to view whales and birds.

Great wildlife watching opportunities!

Having areas natural and not landscaped.

History and whale activity.

I am sure they do provide unique experiences, however being from another country I cannot explain the differences between a refuge and a national park for instance.

I like lands managed for conservation, not ones that need to make money, like BLM lands.

I liked the natural beauty.

I love the different species of sea birds, the whales, and the lighthouse.

I loved seeing the birds that were either native to Hawaii or migrating around the islands.

In a place like Hawaii, where are you going to find this access other than at a Refuge?

In this case the presentation of significant historical structures (the lighthouse) and wildlife viewing opportunities (birds and whales).

It gives a wonderful opportunity to view wildlife.

It gives people the opportunity to view and experience our past and present. A tangible experience vs. a portrait or writ is of great importance.

It is a safe place for animals. People can look but not touch, meaning many people can enjoy it for a long time

It is a unique lighthouse that is on a peninsula at the most northern point in the Hawaiian Islands.

It is in a beautiful location with so many chances to observe wildlife and plant life on the island along with the beautiful lighthouse.

It is noncommercial and provides observation in a peaceful environment.

It is not so commercially focused, but rather on the wildlife and how to view/visit their area.

It is unique in its setting, and the views cannot be seen anywhere else.

It is unique in that it is in Hawaii, a pretty unique place. You can't watch whales just anywhere.

It provides a unique opportunity to observe endangered wildlife in safety for both humans and wildlife.

It provides an educational experience.

It provides an opportunity to experience wildlife without endangering the species.

It was the only lighthouse on the island.

It's great to be able to get up close to the lighthouse; it would be nice to be able to go inside and up to the lens.

It's in Hawaii.

It's location on the coast on Kauai, the island, and the lighthouse.

It's very nice to see wildlife protected and visible for viewing.

Keeps the wildlife sacred.

Knowledgeable and enthusiastic staff, the signage, and the visitor center.

Location.

Lots of education about the wildlife, particularly the birds that are at the refuge. Great viewing of the birds.

Makes available to visitors to observe the natural habitat of the area. Provides visitors a beautiful view of the surrounding area.

More educational information is usually available on why it is important to conserve wild animals in their natural habitat.

Nature at its best.

Nature seen at its best.

Nene geese.

Not only are you experiencing what a regular tourist would see on a tour. You also experience nature's raw form of life.

Not only were we able to see at least 4 species of birds that we had never seen before, we were able to see several Nene geese up close. We had a great opportunity to photograph some of these bird species, and although the Kilauea Lighthouse was in the middle of a reconstruction/conservation effort we were able to watch a very informative movie about the lighthouse.

One of the unique things about the Kilauea Point Refuge is that the refuge is on a point with the open ocean on three sides. Watching the ocean waves break on the rocks and splashing high into the air is impressive and the birds hovering in the air over the cliffs is unique. However, I was very disappointed in the condition of the Kilauea lighthouse; it has been neglected with no maintenance. The metal on the lighthouse is rusting and falling apart. When the U.S. Coast Guard was in charge it was always in good shape. I was sad to see how it had deteriorated while under the control of the U.S Fish and Wildlife Service.

Opportunities to observe wildlife and the natural environment that is protected and preserved.

Opportunity to see specific bird nesting areas and look for whales.

Overlooking the ocean with birds flying above water. Very beautiful ocean view - the glasses were great!

Protected animals are more likely to be visible to visitors. If you hoped to see them other places on the Island perhaps you might miss your chance to see them.

Protecting flora and fauna from human damage and for the pleasure of successive generations.

Providing a well duplicated wildlife habitat is important to get the full picture of how the wildlife survives.

Refuges are relaxing, pleasant places to view wildlife in their natural environments.

Refuges give flora and fauna a chance to survive without too much human interference. They are usually located in some very diverse and interesting places.

Refuges protect unique national treasures.

Refuges provide safety for wildlife so that generations of people can enjoy viewing wildlife.

See nature in the "raw."

Seeing the local birds.

Seeing wildlife in their natural habitat without much human interference.

Seeing wildlife is a great pleasure. It helps us appreciate the amazing powers of our Creator.

Special opportunity to see wild animals in their native habitat.

The ability to observe animals and birds in natural setting without commercial interference.

The ability to see or hunt wildlife in its most natural setting.

The ability to view wildlife in their natural environment and know that they are being protected.

The bird watching and whale watching were excellent.

The conservation and education programs, the mission, goals, and values--love of and respect for nature and wildlife--and commitment to their preservation for the benefit of future human generations and species survival.

The focus is different and opportunities to observe were abundant!

The focus on sharing locally-relevant information, and on conservation and education.

The focus on special categories of wildlife emphasizes the special challenges these animals face in their migrations or daily survival. In other larger facilities they become one of so many that the visitors can be overwhelmed at times.

The geese were amazing. The birds on the coast were fun to watch.

The island experience!

The knowledgeable staff on site at the refuge.

The landscape that was unique; it cannot be found anywhere else.

The landscape/seascape and bird species that I had never seen before, and it was nice to see the hatchlings in their nests.

The lighthouse and birds.

The lighthouse and view was AMAZING!

The lighthouse and views.

The lighthouse, whales, and 2 types of birds.

The lighthouse.

The limited amount of time people can spend there - example: no camping. Not enough time to leave garbage, etc...

The location and the opportunity to view whales as they go past the area.

The location and variety of birds we don't normally see.

The location of lighthouse and its proximity to viewing whales and birds.

The location to observe the wildlife of the ocean and the land at the same refuge!

The most unique is the opportunity to observe the natural life of different animals which is 5 for the present day urban population.

The opportunity to be with and observe wildlife in their natural habitat.

The opportunity to observe wildlife combined with opportunity to become more informed about it as well.

The opportunity to observe, protect, and photograph birds.

The opportunity to see wildlife and plants we wouldn't see otherwise and knowledge that conditions for their survival are in place.

The opportunity to see wildlife in their unique habitat.

The opportunity to see wildlife preservation (e.g., Nene geese on Hawaiian island of Kauai), activities, and speak to Refuge staff about protective actions (e.g., elimination of invasive mammal species), and local flora (e.g., learned about Mimosa "melemele", or "shy", plant).

The opportunity to view wildlife unique to the area.

The preservation and it is educational.

The preservation of the lighthouse and the history is a great attraction to visit. However, while we were there, the lighthouse was under repair. Next time we will see it.

The Refuges are more about education and appreciation of nature as opposed to recreation. I like the educational role they play for younger people as well.

The refuges provide excellent opportunities for viewing birds and other wildlife; they are frequently more concentrated than in other public lands, and often with opportunities to view uncommon or scarce species.

The scenery and birds located at this refuge.

The scenery and lighthouse.

The scenery is spectacular and seeing the nesting birds and babies up close is very worthwhile. We can't wait to return when we might see some whales crossing.

The unique locations and habitats.

The view!

The way it is maintained and how wildlife is protected.

The wild and scenic areas.

The wildlife and the setting.

The wildlife is protected, which in my opinion makes the wildlife not as afraid so you get better viewing opportunities.

There are informed workers.

There is a strong will to conserve.

They are a national treasure, and the preservation and cultivation of them is most important to understanding where we live and how humans fit in the larger picture of the planet.

They are controlled and hopefully managed well. I must say you should encourage the BLM to do a better job of caring for our horses. They lived very well without BLM and now they are in charge and want to kill them all - very bad news.

They are crucial to provide unobtrusive access to wildlife, at a reasonable cost.

They are maintained in their natural state and you feel like a genuine visitor/observer of the wildlife habitat.

They are wild but not accessible.

They offer places to view and learn about wildlife and their habitat. Also provides designated and protected lands that are unique to the preservation of wildlife.

They offer safe places for birds and other wildlife that are ecologically sound so that we can observe them without interfering with their lives.

They protect wildlife in fairly natural habitat.

They provide a chance to observe wildlife and to educate the public firsthand about the ecosystem, wildlife, and our role in helping or hurting this delicate balance. They are inspirational places.

They provide an opportunity to see birds and animals we could never see on our own.

They provide unparalleled opportunities to nature in its purist forms.

They seem a little less commercialized than some of the National Parks. Usually they are less crowded too.

They seem to work harder at conservation and management of the habitat.

They're nice.

This was an old lighthouse but the information was interesting. They had books for school children to fill in which I thought was good.

To conserve unique areas.

To see wildlife in their natural environment. The refuge was great.

Unique due to location and the opportunity to see whales, albatross, and other birds along with the beautiful ocean.

Unique opportunity to view certain birds.

Unique settlers (out on a point), Unusual function, great views up and down coast.

US Federal Public resource devoted to conservation of wild birds, animals, landscapes. They are available to all (hence my taxpayer's resentment of ANY entrance fee).

Very beautiful and educational.

Very rural, not commercialized. Has a relaxed feeling - not hurried.

Very well maintained and staffed.

Viewing of Pavers.

We saw many types of birds up close in their natural habitats.

We've never been to a refuge. It was a different experience.

Well maintained. Aim is to protect the birds, vegetation, and wildlife. The desire to educate.

Whale watching

Where on this earth can you see sights, whales, and baby whales.

Whether NPS or NWR, these services are so valuable to our country and we thank you for your dedication.

Wildlife and scenery was breathtaking.

You are often able to see species being rehabilitated back into an area, for example the Nene, and it's often an opportunity to see what the land and landscape was and what it could be if conserved.

Additional Comments (n = 42)

A lovely, peaceful spot. Not quite as nice with the lighthouse under repair, but still well worth a visit.

Access to trails would be an enhancement, but probably difficult given the terrain. Loved it. Stunningly beautiful place.

Fix the restrooms or get porta-johns.

Most climate change is the result of solar activity over which we have no control.

Hopefully this refuge will be available for many years to come.

I am glad to see the refuge maintained. I used to live in Kilauea and visited often.

I answered the question about how far we traveled to this refuge in terms of distance from our hotel. This was one of many stops we made while in Kauai. Thank you for the work you do!

I didn't think to recycle my brochure until after I saw someone else doing it. Unfortunately I had folded mine up and it got wrinkled, though it was nice to bring home to show my husband. Maybe a friendly reminder for people to "use gently" and return them at the end if they chose to do so.

I hope they will be able to fix the lighthouse soon. I loved the ocean birds and the Nene.

I really enjoy seeing native Hawaiian birds and wildlife each time we come to the islands. Keep up the good work. Coming to the Kilauea lighthouse is a must see every time we come to Kauai.

I would just like to thank all the volunteers for dedicating themselves to the preservation of wildlife and wild places. Your time is a gift to everyone and every living thing. Thank you!

It was of interest however, it did not peak my interest.

It was way too expensive. I feel like there was too much advertising for what seemed to be simple adventures. Going all the way to Kauai did not seem worth it. I was really disappointed when I got home. The tours were overpriced. We did not expect that we had to pay so much for the tours when we got there and we did not realize that we had to sign up for the tours to "utilize" our visit to Kauai. We had thought that as long as we had money for the flights, food, and lodging we would be fine, but the trip ended up being way over our budget and the visit was not that exciting either.

It was wonderful!

Just a quick stop to see the views. Very pretty place, is very clean, and is well taken care of.

Keep up the good work!

Keep up the great work and thank you.

National Wildlife Refuges belong to the public. It is wrong to charge a fee to enter Refuges. All costs of the Refuge system should be borne by the People through appropriation by the Congress.

Nice place.

Please keep the Kilauea lighthouse refuge on the high priority list - it is a very special place! The day we visited there was a harpist playing at the observation area before the parking lot; a very pleasant enhancement to our time observing the birds and beautiful scenery.

Please stop with the climate change fraud. Typical government scam to make more taxes from citizens!

The \$5.00 fee was too much for a 100 yard loop around a lighthouse. The view was fantastic and so was the opportunity to view the Nenes and other birds, but not for basically a parking fee.

The charge to get into Kilauea Lighthouse is not used to take care of the lighthouse. It is used to teach children about birds WHILE THE LIGHTHOUSE IS IN CHRONIC NEED OF REPAIR. This charge brings in hundreds of thousands of dollars a year. THE MONEY SHOULD GO TO KEEP UP THE LIGHTHOUSE. It may also be a violation of government policies to allow these people to collect money on government land.

The Kilauea Point refuge is a wonderful place, and I feel very lucky to live nearby and have the ability to visit often. I am never disappointed.

The personnel I encountered were all excellent representatives of USFWS.

The price I listed as "too high" for entry because there was very little to do at the refuge. The lighthouse was under restoration so overall limited the time we spent here... There was little to do for the price. Beautiful location however.

The ranger was very knowledgeable and told us about very interesting opportunities for viewing birds.

The staff was particularly helpful and the facilities significantly broadened our understanding of the area and the challenges faced by the wildlife in the immediate region.

The visit was rewarding.

This was a most pleasant visit to the beautiful island of Kauai. We were able to view whales from this refuge for a long time and it was fantastic.

Three of us visited the Kilauea Light house on the island of Kauai. We went with our friend who lives on the island as she recommended the fabulous ocean view. Although we saw great birds (and maybe a whale off in the distance) our primary focus was the cliffs, the waves, and the ocean, and it was spectacular!

Too bad the lighthouse was under restoration during our trip and promises to be for many years.

We do not believe in spending a lot on the environment and going deeper into debt to China. We feel if you look into centuries ago Mother Nature is in control. All of us can be careful and conservative with our natural resources as we have been taught.

We enjoy the free entrance to various places with the use of the "Golden Age" passport.

We enjoyed our visit to the refuge. It would have been nice for picture purposes if the lighthouse wasn't being refurbished, but I understand it was to be done. We enjoyed seeing the birds and geese.

We had a wonderful time in Kauai. Hawaii has such a varied array of fish and wildlife. We travel about 6 weeks each year - This year France, Hawaii, and Alaska. We always try to visit natural parks. Thanks for the opportunity (signature)

We were just visiting Kauai for our honeymoon and happened upon this refuge while looking at the lighthouse. I'm not sure my answers can really help, but here they are!

Whale viewing was amazing! Also saw a seal and a bunch of Nene.

What a great place. My wife and I both enjoyed all that was offered. Well maintained and staffed. (drew smiley face)
