



**U.S. Fish & Wildlife Service**



# **NATIONAL WILDLIFE REFUGE VISITOR SURVEY**

*2018 Results for  
Kīlauea Point National Wildlife Refuge*



**THE OHIO STATE  
UNIVERSITY**



## Acknowledgments

This study was funded by the U.S. Fish & Wildlife Service/National Wildlife Refuge System's Natural Resource Program Center, Division of Visitor Services & Communications, and Division of Facilities, Equipment, & Transportation. The study design and survey instrument were developed collaboratively with representatives from the U.S. Fish & Wildlife Service and researchers from The Ohio State University. We would also like to thank any staff and volunteers at Kīlauea Point

National Wildlife Refuge who assisted with the implementation of this survey effort. We would like to especially acknowledge the following American Conservation Experience team members for their work in implementing the on-the-ground sampling for the 2018 survey effort: Ellen Bley, Kylie Campbell, Michelle Ferguson, Justin Gole, James Puckett, Nicole Stagg, and Angelica Varela. Lastly, we thank Emily Neidhardt for designing this report.

### Report citation:

Dietsch, A. M., Sexton, N. R., Lyon, K. M., Hartel, C. M., & Mengak, L. F. (2019). National Wildlife Refuge Visitor Survey: 2018 Results for Kīlauea Point National Wildlife Refuge. Columbus, OH: The Ohio State University, School of Environment and Natural Resources.

*Front cover: Endangered nēnē (Hawaiian goose), commonly seen at Kīlauea Point National Wildlife Refuge. Photo Credit: Gary Kramer, USFWS.*

# Contents

Acknowledgments .....	ii
Understanding Wildlife Refuge Visitors & Their Experiences .....	1
Surveying Visitors at This Wildlife Refuge .....	3
Visitor Characteristics .....	5
Trip Characteristics .....	6
Information Sources Used for Trip Planning.....	9
Use of Social Media .....	11
Participation in Recreational Activities .....	12
Comfort in Nature/Feeling Safe & Welcome .....	14
Satisfaction with Refuge Experiences .....	16
Economic Benefits to Local Communities & Visitors.....	20
Encouraging Return Visits & Future Recreation Participation.....	22
Conclusion.....	25
References .....	26
Appendix A: Survey Methodology .....	27
Appendix B: Response Frequencies and Averages by Survey Question .....	29
Appendix C: Open-Ended Survey Responses by Question.....	41





# Understanding Wildlife Refuge Visitors & Their Experiences

A hundred years in the making, the National Wildlife Refuge System (Refuge System) is a vast network of habitats that supports over 2,000 species of birds, mammals, reptiles, amphibians, and fish across the United States on national wildlife refuges (wildlife refuges). Wildlife refuges also provide unparalleled outdoor recreation experiences and health benefits to people by offering a chance to unplug from the stresses of modern life and reconnect with their natural surroundings. The National Wildlife Refuge System Improvement Act of 1997 specifically identified six priority recreational uses: hunting, fishing, wildlife observation and photography, environmental education, and interpretation (Fig. 1). These recreational activities are prioritized on every refuge where compatible with the refuge's stated purposes. Visitors may also engage in many other activities (for example, hiking, paddling, boating, and auto tour routes) where compatible.

At least one wildlife refuge exists within an hour's drive of most major metropolitan areas. With over 55 million visits per year, the Refuge System is committed to maintaining customer satisfaction and public engagement while helping people and wildlife to thrive. Increased

visitation is not limited to the Refuge System—over the past few years, there has been a rise in the number of people traveling to public lands and waters for recreation (Outdoor Foundation, 2018). This nationwide trend demands effective management of visitor access and use to ensure benefits for present and future generations.

The need to understand visitors and their experiences, as well as preferences for future opportunities, is further underscored by widespread societal changes that are shaping how people engage with nature and wildlife (Kellert et al., 2017; Manfredo et al., 2018). Researchers and land management professionals alike recognize the need to connect the next generation to nature and wildlife to enhance mental and physical well-being and build a broader conservation constituency (Charles & Louv, 2009; Larson, Green, & Cordell, 2011).

The National Wildlife Refuge Visitor Survey is a Refuge System-wide effort to monitor visitor characteristics, experience, and satisfaction with refuge experiences, as well as visitor economic contributions to local communities. The survey is conducted every five years on a rotating basis on wildlife refuges that have at least 50,000 visits per year. This effort provides refuge professionals with reliable baseline information and trend data that can be used to plan, design, and deliver quality visitor experiences, communicate the value of wildlife refuges to different audiences, and set future priorities. The National Wildlife Refuge Visitor Survey is a collaboration between the U.S. Fish & Wildlife Service (Service), The Ohio State University (OSU), and American Conservation Experience (ACE).

This report summarizes visitors and their experiences at Kīlauea Point National Wildlife Refuge, referred to as “this wildlife refuge” or “refuge” throughout this report. Percentages noted throughout the report were rounded



*Fig. 1: Priority recreational uses of National Wildlife Refuges.*

to the nearest whole number and, when summarized per survey question, may not equal 100%. Additionally, most figures do not display a percentage for any category containing less than 5% of visitors. See Appendix A for the

survey methodology and limitations of findings. See Appendix B and C for visitor responses to specific survey questions for this wildlife refuge.



*2018 National Visitor Survey interns in action at wildlife refuges across the United States. Photo credit: U.S. Fish & Wildlife Service.*



# Surveying Visitors at This Wildlife Refuge

## REFUGE DESCRIPTION

Kīlauea Point National Wildlife Refuge is located on the northern shore of the island of Kauaʻi. The refuge was established in 1985 to protect nesting seabird colonies. Prior to refuge establishment, the area was owned by the U.S. Coast Guard and was transferred to the U.S. Fish and Wildlife Service when the lighthouse was decommissioned. Another purpose of this wildlife refuge is to provide habitat for endangered species such as the nēnē (Hawaiian goose) and ʻaʻo (Newell's shearwater). The refuge is home to a wide diversity of birds including the Laysan albatross, red-footed boobies, red- and white-tailed tropic birds, great frigatebirds, wedge-tailed shearwaters, and Pacific golden plovers. The 199 acres are characterized by dramatic, steep cliffs that drop into the Pacific Ocean. A number of marine mammals and reptiles can be seen in the waters below this wildlife refuge including spinner dolphins, humpback whales, and green turtles. In addition, the refuge is home to the Daniel K. Inouye Kīlauea Point Lighthouse, which was built in 1913 and is listed on the National Register of Historic Places.



*The lighthouse at Kīlauea Point National Wildlife Refuge. U.S. Fish & Wildlife Service.*

Kīlauea Point National Wildlife Refuge attracts over 481,434 visitors annually (U.S. Fish and Wildlife Service, 2018, written comm.). The main attraction for visitors are the outstanding views from Kīlauea Point; a short walking path takes visitors out to see panoramic views of the Pacific Ocean. Birdwatching and photography are popular activities at this location. Visitors can also tour the historic lighthouse and learn about the history and wildlife of the area in the visitor center.

## SAMPLING

Refuge professionals at this wildlife refuge identified two separate 14-day sampling periods and one or more sampling locations that best reflected the primary uses of the refuge as well as the diversity of activities that occur (Fig. 2). For more details on methodology for the National Wildlife Refuge Visitor Survey, see Appendix A.

- During the two sampling periods, a total of 336 visitors agreed to participate in the survey by providing their names and addresses.
- In all, 181 visitors completed the survey online (61%) or by mail (39%) after their refuge visit, resulting in a 56% response rate.
- Results for this wildlife refuge have a  $\pm 6\%$  margin of error at the 95% confidence level. For more details on limitations of results and survey methodology, see Appendix A.

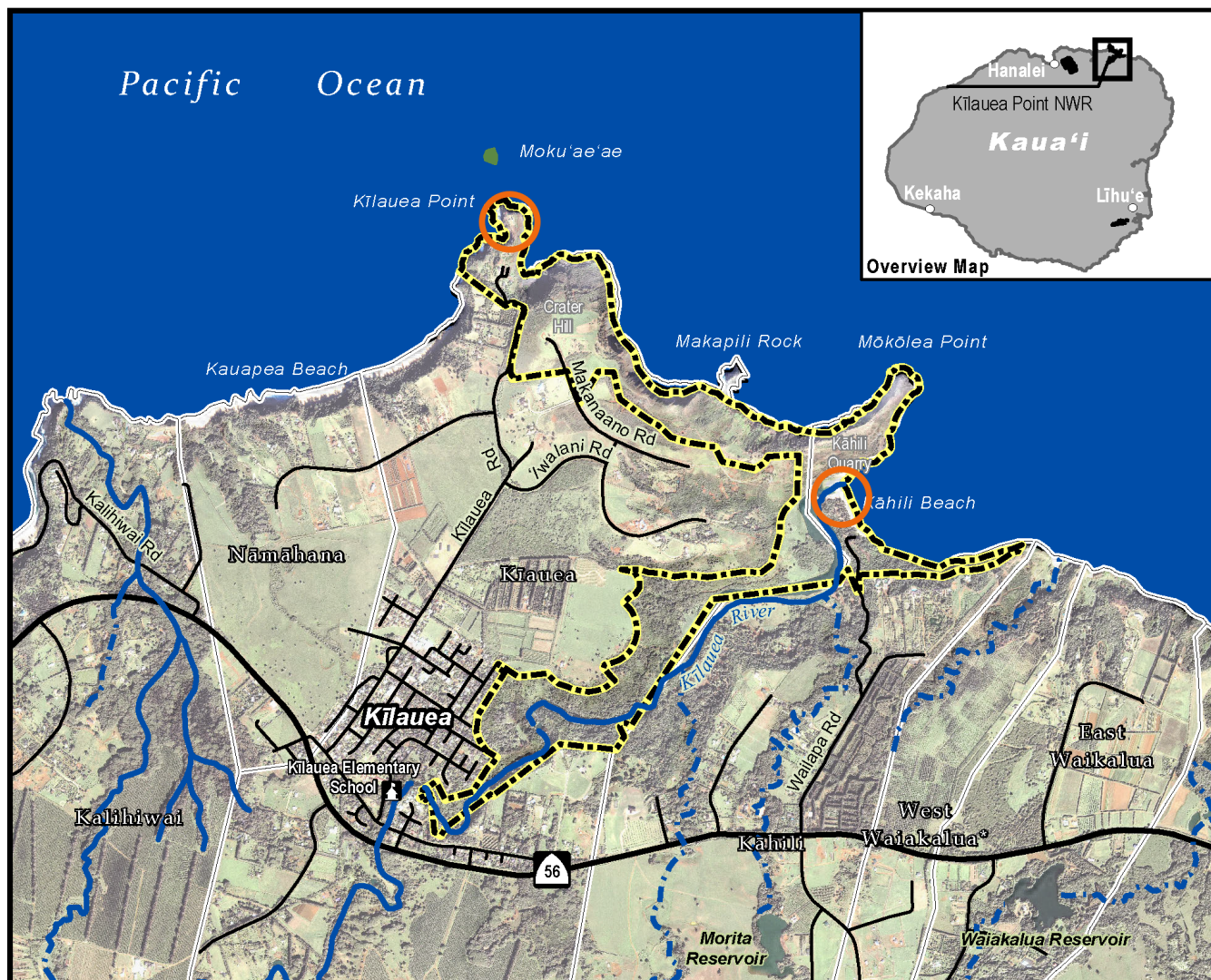


Fig. 2: Map of Kilauea Point National Wildlife Refuge. Visitors were contacted at the circled locations from 6/9/2018–6/18/2018 and 10/3/2018–10/13/2018.



# Visitor Characteristics

An important first step in managing visitor experiences is to understand the characteristics of those who currently visit wildlife refuges. Refuge professionals can compare visitor demographics to the demographic composition of nearby communities or the nation to inform engagement efforts with new audiences. Useful tools for these comparisons include Headwaters Economics' Economic Profile System and their Populations at Risk (<https://headwaterseconomics.org>) or U.S. Census Bureau products ([www.census.gov](http://www.census.gov); [www.socialexplorer.com](http://www.socialexplorer.com)).

## AGE & GENDER

- 58% of visitors were female with an average age of 54 years (Fig. 3).
- 42% were male with an average age of 58 years.

## EDUCATION

- 9% of visitors had a high school degree or less.
- 49% had at least some college.
- 40% had an advanced degree.

## RACE & ETHNICITY

Most prevalent race or ethnicity (Fig. 4):

- White (86%).
- Asian (6%).
- Hispanic (4%).

## INCOME

- Visitors had a mean income range of \$100,000-\$149,999 (Fig. 5).

## OTHER TRIP CHARACTERISTICS

- Average group size of 4 people.
- 2% visited the refuge alone.
- 72% visited with at least one other adult.
- 25% visited with a combination of at least 1 adult and 1 child.

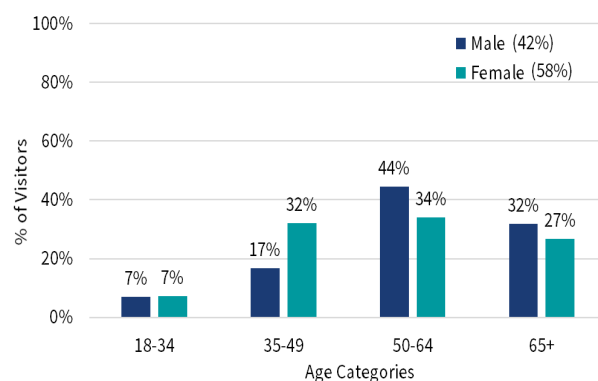


Fig. 3: Distribution of visitors to this refuge by gender and age group.

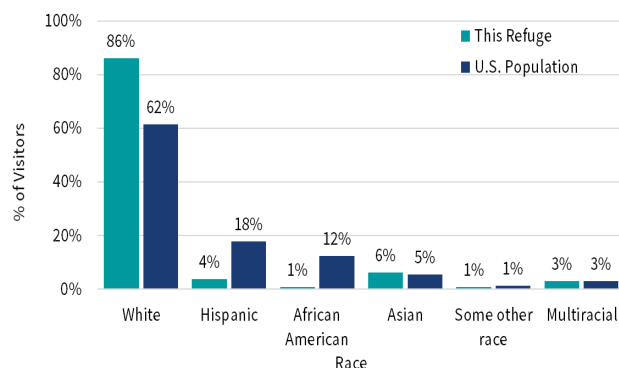


Fig. 4: Race and ethnicity of visitors to this refuge compared to the national average.

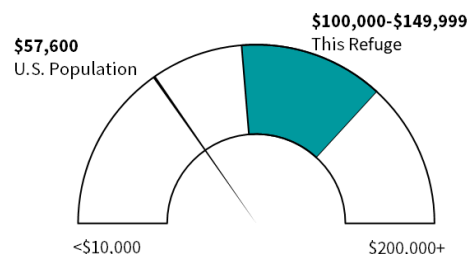


Fig. 5: Mean income range of visitors to this refuge compared to the national median income.

# Trip Characteristics

Understanding the travel patterns of visitors and why they choose to visit wildlife refuges is important for effective visitor use management. Comparisons of responses from local visitors (those living  $\leq 50$  miles from the refuge) and nonlocal visitors (those living  $> 50$  miles from the refuge) can inform communication efforts with current visitors and those who have yet to visit. Understanding seasonality helps refuge professionals better understand visitor use patterns and gauge supply and demand.

## LOCAL VISITORS

Highlights of trip characteristics for local visitors to this wildlife refuge (4%) include:

- For locals, this refuge was either the primary reason for their trip (33%), one of many equally important reasons (33%), or an incidental stop as part of a trip taken for other purposes (33%) (Fig. 6).

- Local visitors traveled an average of 21 minutes to arrive at this refuge (Fig. 7).

## NONLOCAL VISITORS

Highlights of trip characteristics for nonlocal visitors to this wildlife refuge (96%) include:

- For nonlocals, this refuge was an incidental stop as part of a trip taken for other purposes (48%) (Fig. 6).
- Nonlocal visitors traveled an average of 10 hours to arrive at this refuge (Fig. 8).
- Of the 91% of visitors who lived in the U.S., nonlocal visitors were most often from California (31%) and Washington (8%).
- 9% of respondents were international visitors.

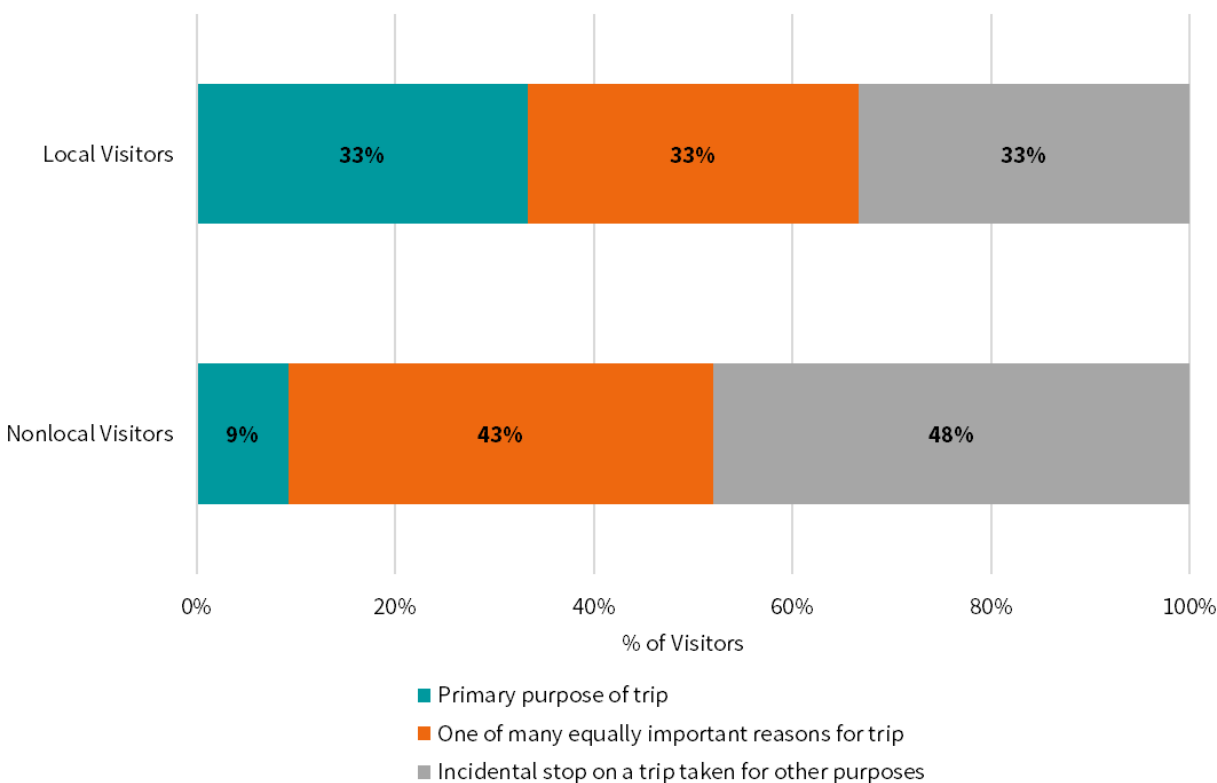


Fig. 6: Purpose of most recent refuge visit for local (living  $\leq 50$  miles from the refuge) and nonlocal (living  $> 50$  miles from the refuge) visitors.

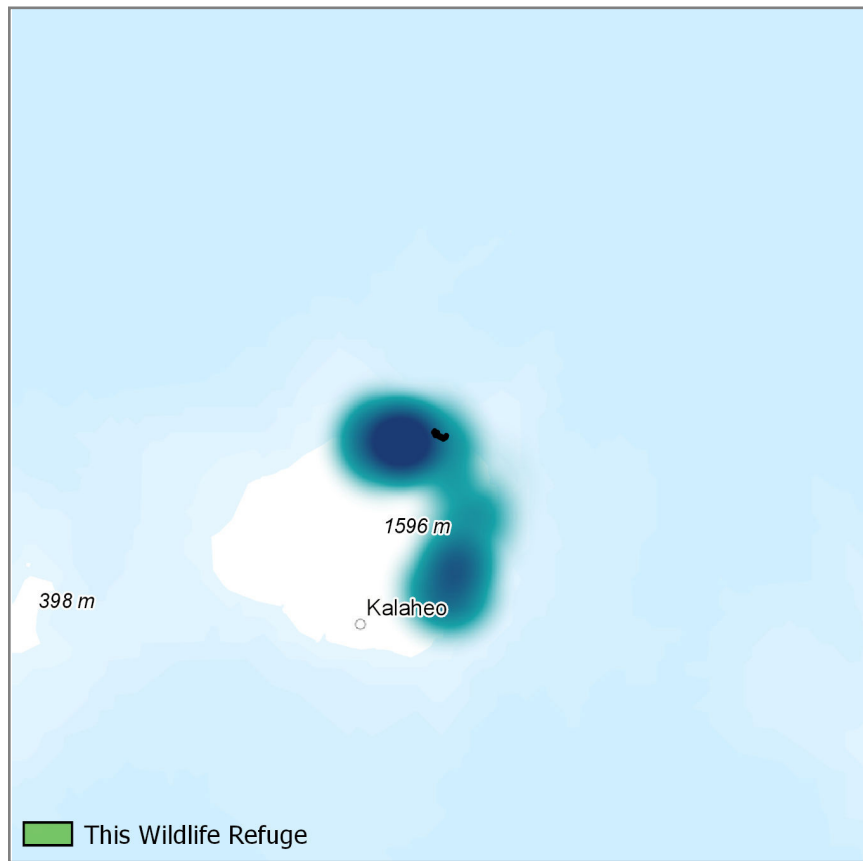


Fig. 7: Map showing residence of local visitors to this refuge. Darker shading represents relatively higher visitation from that area.

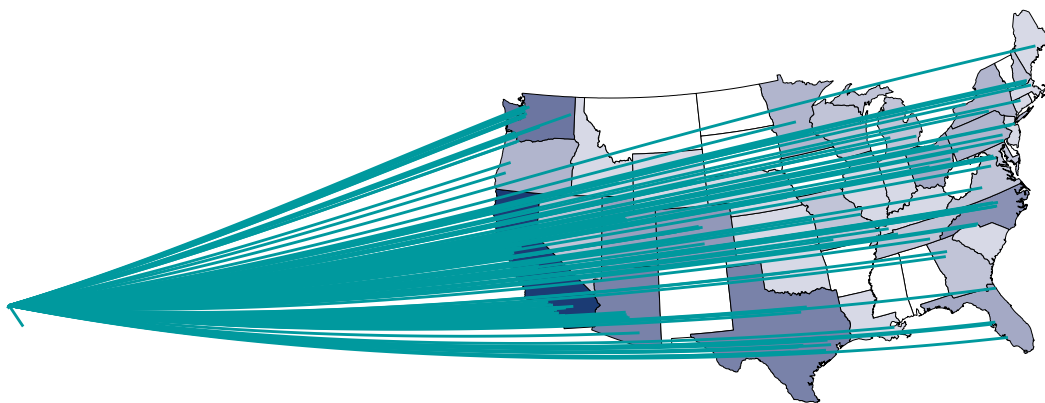


Fig. 8: Map showing residence of visitors to this refuge by zip code, with each line representing visitation from a different zip code. The convergence point of the lines is the geographical center of the refuge. Darker shading of the states represents higher visitation from that state.

## OTHER TRIP CHARACTERISTICS

Other trip characteristics include:

- To get to this wildlife refuge, visitors primarily traveled by private vehicle without a trailer (92%) and by foot (7%) (Fig. 9).
- Once on the refuge, visitors primarily traveled by foot (41%) and by private vehicle without a trailer (26%) (Fig. 9).
- Visits occurred during winter (3%), spring (4%), summer (33%), and fall (69%).
- 99% of visitors made a single-day trip to this refuge, spending an average of 2 hours, while 1% of visitors were on a multi-day trip to this wildlife refuge that averaged 2 days.

During the 12 months prior to completing the survey, visitors also made multiple trips to this wildlife refuge, other wildlife refuges, and other public lands:

- 8% were repeat visitors to this wildlife refuge, visiting an average of 15 times.
- 46% visited other national wildlife refuges, averaging 1 visit.
- 73% visited other public lands, averaging 4 visits.

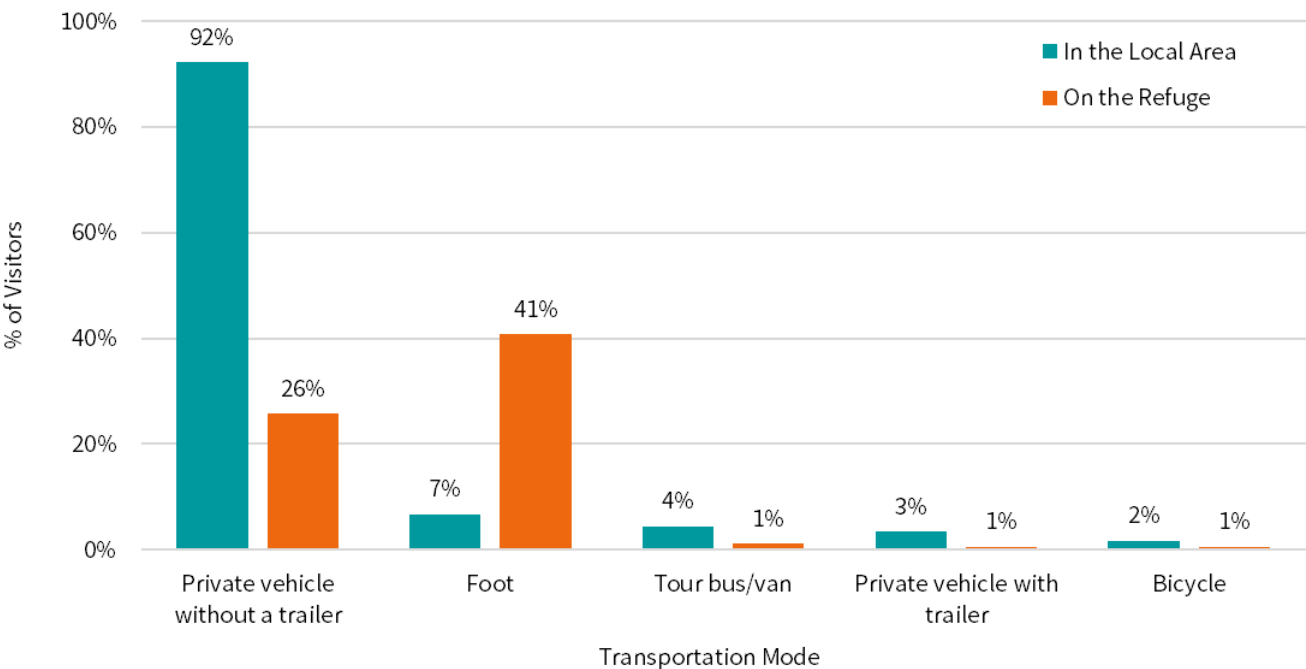


Fig. 9: Modes of transportation used by visitors to get from the local area to this refuge and within the boundaries of this refuge.

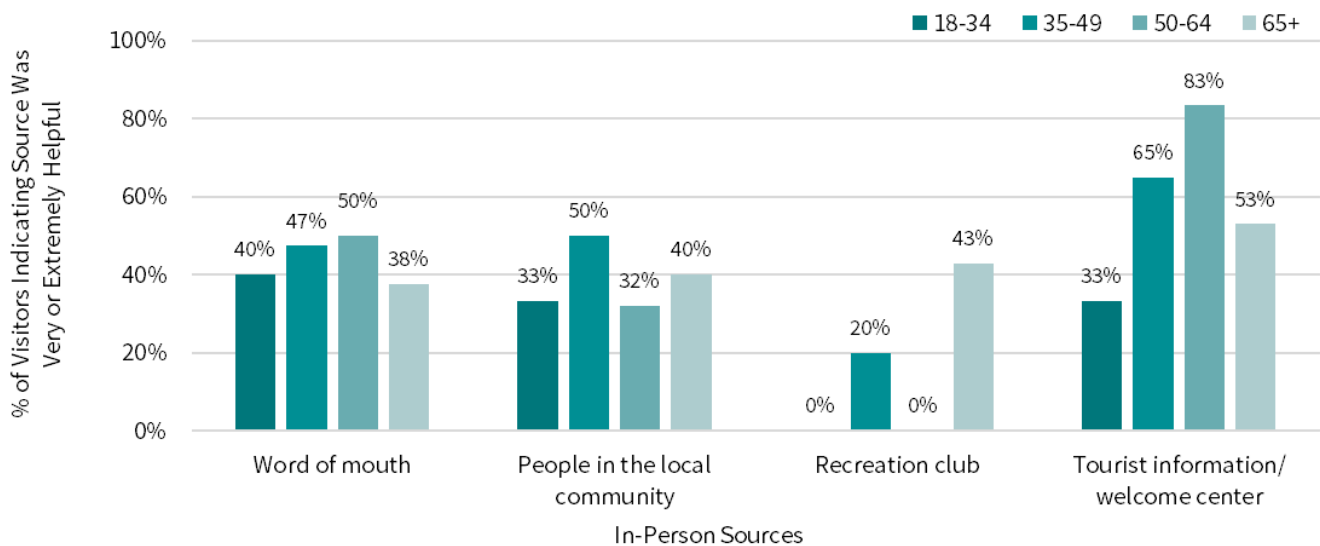


## Information Sources Used for Trip Planning

Knowing more about which information sources visitors use (or do not use) to plan their trips can improve communication strategies and facilitate positive experiences on refuges. The Refuge System's success in reaching new and diverse audiences as well as current visitors also depends on its ability to keep pace with communication trends (U.S. Fish & Wildlife Service, 2016a).

Visitors to this wildlife refuge found a variety of in-person, print/internet, and refuge-specific information sources helpful when planning their trips. Details for information sources identified as very or extremely helpful include:

- In-person sources that were most helpful to visitors regardless of age included tourist information/welcome center.
- Print and internet sources that were most helpful to visitors regardless of age included web-based map and travel guidebook.
- Refuge-specific sources that were most helpful to visitors regardless of age included kiosks/displays/exhibits at this refuge and refuge employees/volunteers.
- Use of information sources varied by age groups (see Figs. 10-12 for details).



*Fig. 10: Percent of visitors by age group who found in-person information sources very or extremely helpful in planning their trip.*

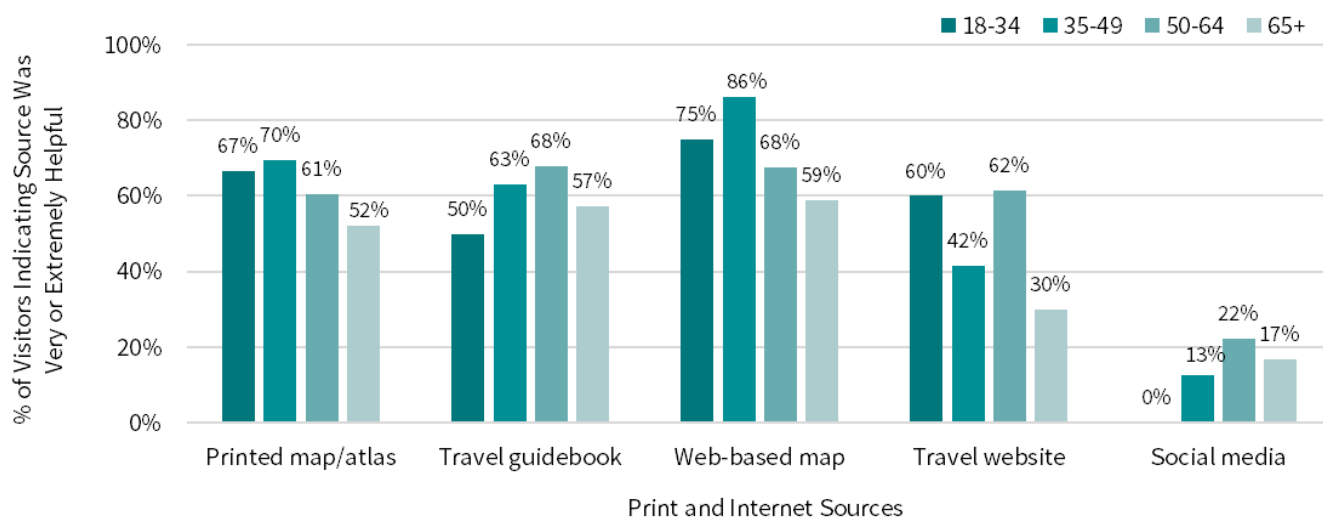


Fig. 11: Percent of visitors by age group who found print and internet information sources very or extremely helpful in planning their trip.

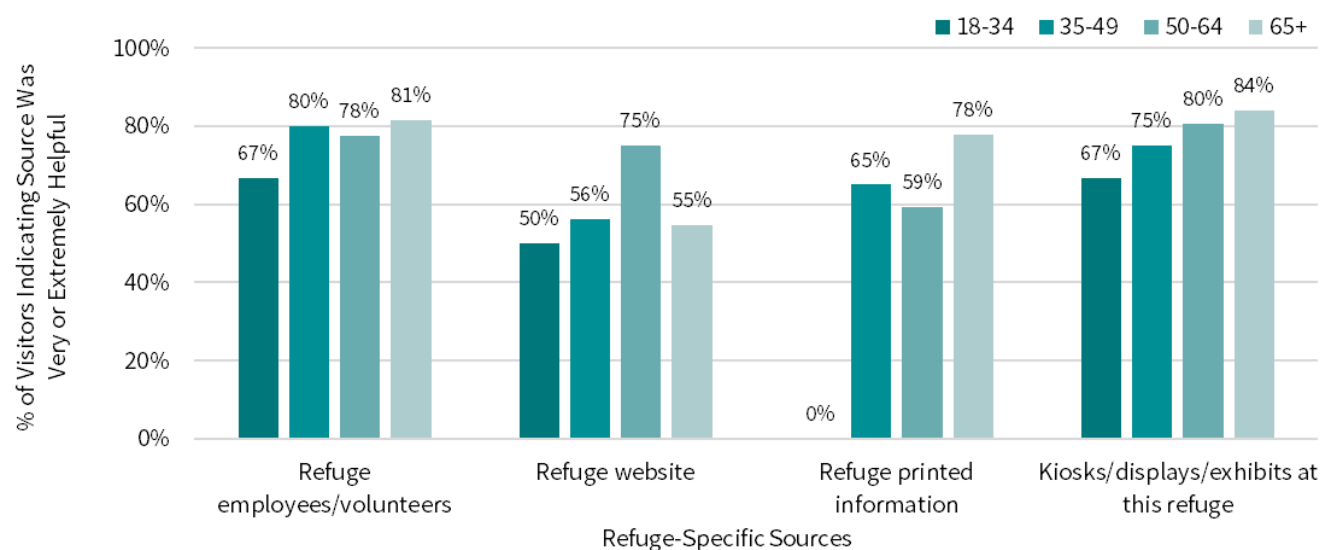


Fig. 12: Percent of visitors by age group who found refuge-specific information sources very or extremely helpful in planning their trip.

## Use of Social Media

Around 70% of Americans use social media to connect with one another, engage with news content, share information, and entertain themselves (Smith & Anderson, 2018). Social media posts can act as a virtual “word of mouth” method for increasing awareness about the refuge to the visitor’s network and beyond. A social media presence can further generate awareness of the refuge and its resources among audiences that do not use or did not otherwise learn about the refuge through traditional advertising outlets.

Social media was used by 53% of visitors to share their experience on this refuge with others. Use of specific social media platforms varied by age group (Fig. 13):

- Visitors 18-34 years old preferred to use Facebook (40%), Instagram (30%), and Snapchat (20%).
- Visitors 35-49 years old preferred to use Facebook (58%) and Instagram (28%).
- Visitors 50-64 years old preferred to use Facebook (55%) and Instagram (15%).
- Visitors 65 or older preferred to use Facebook (26%).

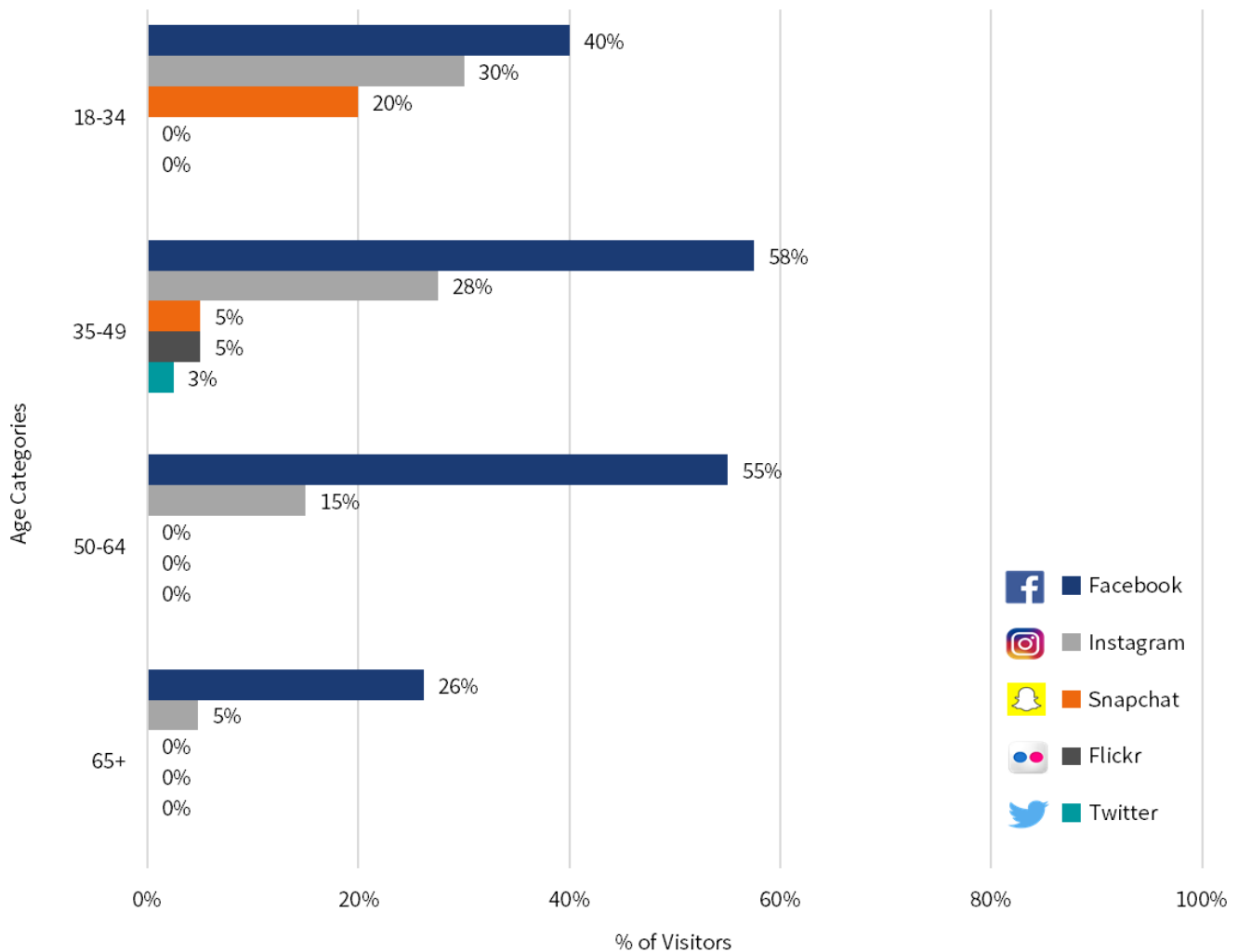


Fig. 13: Percent of visitors by age group who used various social media platforms to share their experience on this refuge with others.

## Participation in Recreational Activities

Some research shows that rates of participation in outdoor recreation activities have increased (Outdoor Foundation, 2018), while other studies have indicated declines in participation in heritage activities such as hunting (U.S. Fish & Wildlife Service, 2016a). In light of these trends it is important to understand recreation participation on refuges to create quality visitor experiences and foster personal and emotional connections to the refuge and its resources (U.S. Fish & Wildlife Service, 2011). Understanding what people do while visiting refuges can also aid in developing programs that facilitate meaningful interactions between visitors and refuge professionals. Finally, such information can help to ensure impacts to resources and conflicts among visitor groups are minimized.

Participation in recreational activities at this wildlife refuge can be characterized as follows:

- The top four activities in which visitors participated during the past 12 months were wildlife observation (74%), photography (67%), bird watching (60%), and hiking (59%) (Fig. 14).
- The top three activities noted as their primary activity on the day visitors were contacted to participate in the survey were wildlife observation (19%), bird watching (18%), and photography (18%) (Fig. 14).
- Approximately 84% of visitors went to the visitor center, and they most often viewed the exhibits (82%), visited the gift shop or bookstore (70%), and used the facilities (61%) (Fig. 15).



*Photo credit: U.S. Fish & Wildlife Service.*



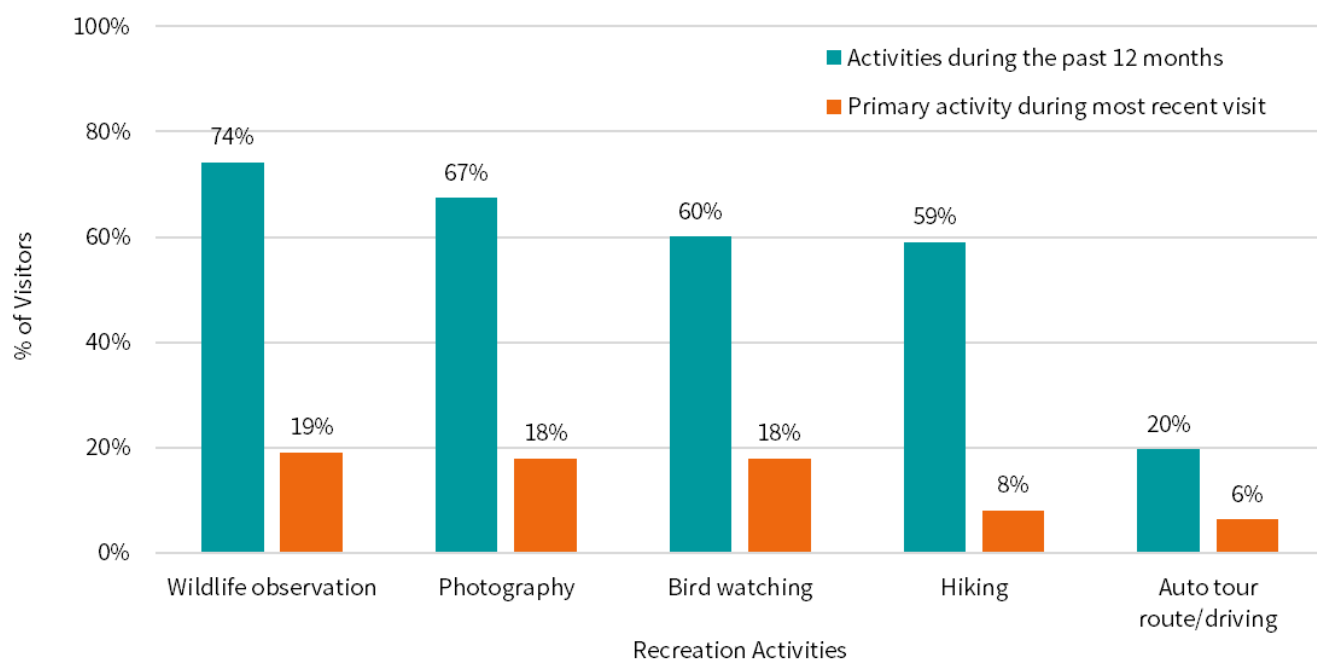


Fig. 14: Recreational activities visitors participated in during the past 12 months and their primary activity during their most recent visit to this refuge.

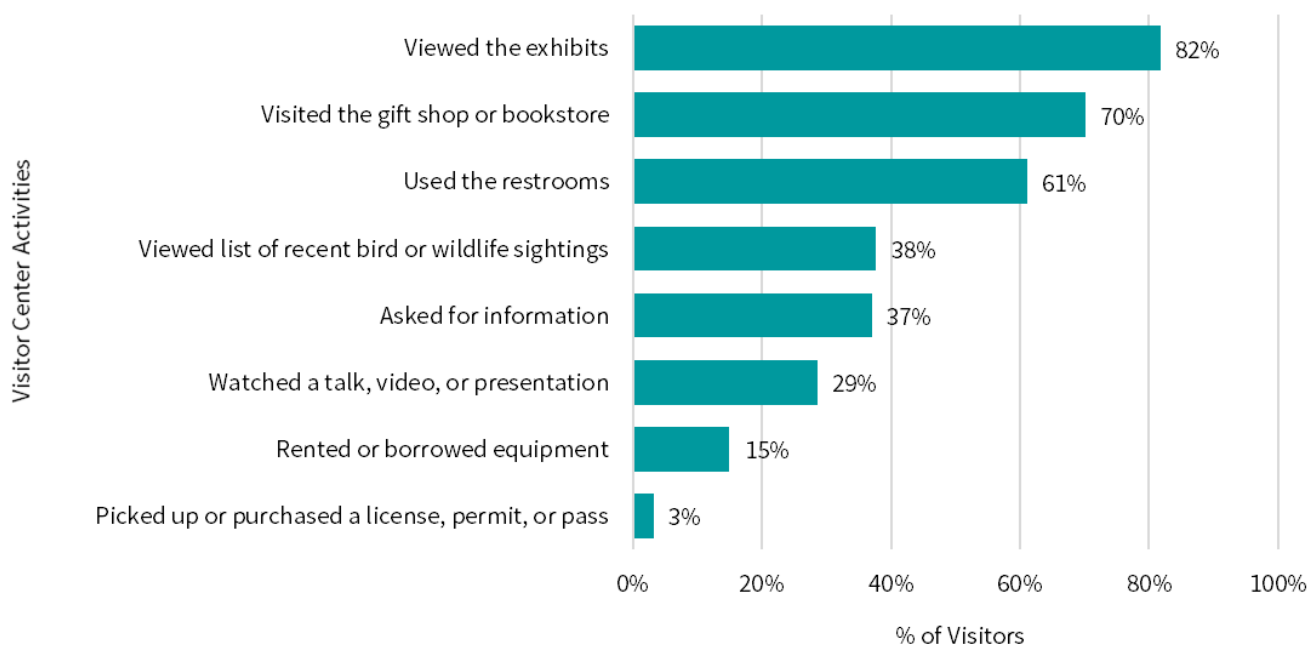


Fig. 15: Reasons visitors used the visitor center during their most recent visit to this refuge.

## Comfort in Nature/Feeling Safe & Welcome

While many people are repeat visitors to refuges, each year thousands of people experience these lands and waters for the first time. One barrier for some visitors, particularly those living in urban areas or with little past exposure to nature-based recreation, is the perception that being in nature is dangerous or unsafe (U.S. Fish & Wildlife Service, 2014). There may also be negative stigmas associated with outdoor spaces that arise from social contexts (for example, people associating being outdoors with poverty or ‘dirty’ contexts) and historical contexts in which being ‘in the woods’ was dangerous and unsafe (Sexton, Ross-Winslow, Pradines, & Dietsch, 2015).

While ensuring that visitors feel safe and welcome is a foundational standard of the Urban Wildlife Conservation Program (<https://www.fws.gov/urban>), these basic needs apply across the Refuge System.

Before visitors can appreciate the wonders of nature, their basic need for safety and belonging must be met. Thus, an understanding of how visitors perceive safety, belonging, accessibility, and comfort in nature is critical to ensure real threats to safety are minimized, and that individuals from all demographic groups feel as welcome and comfortable in nature as possible.

Visitors to this wildlife refuge shared the following about safety, belonging, and their comfort while being in nature:

- 90% of visitors felt welcome during their refuge visit (Fig. 16).
- 97% of visitors felt safe during their refuge visit (Fig. 16).
- 97% of visitors reported that they feel comfortable being in nature, but 7% do not like being in nature alone (Fig. 17).

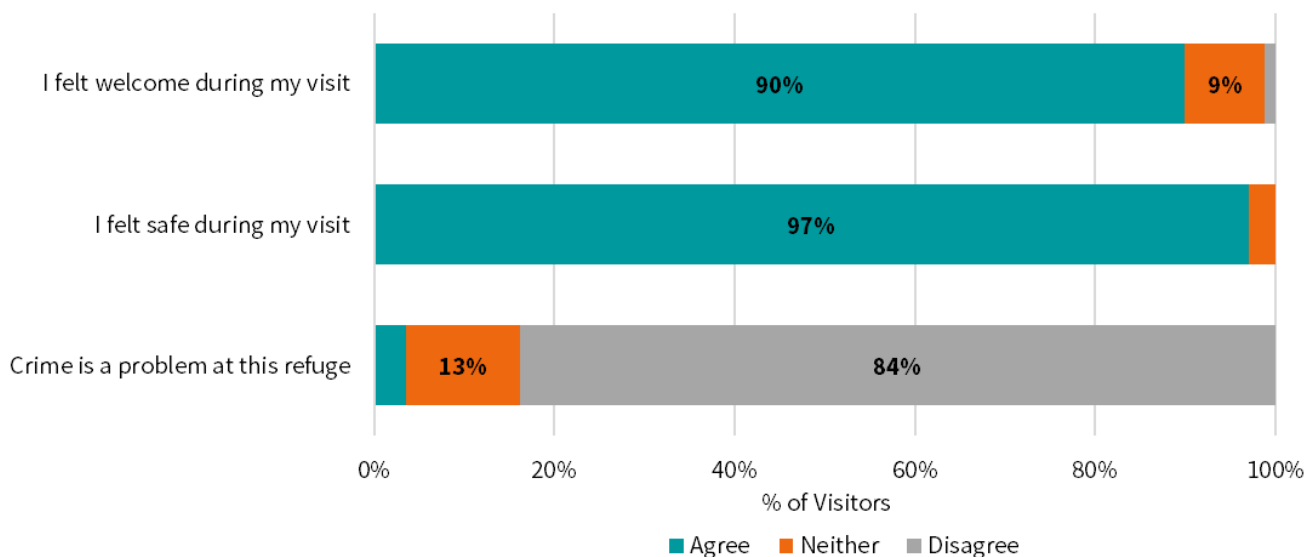


Fig. 16: Visitors' perceptions of safety and feeling welcome at this refuge during their visit.

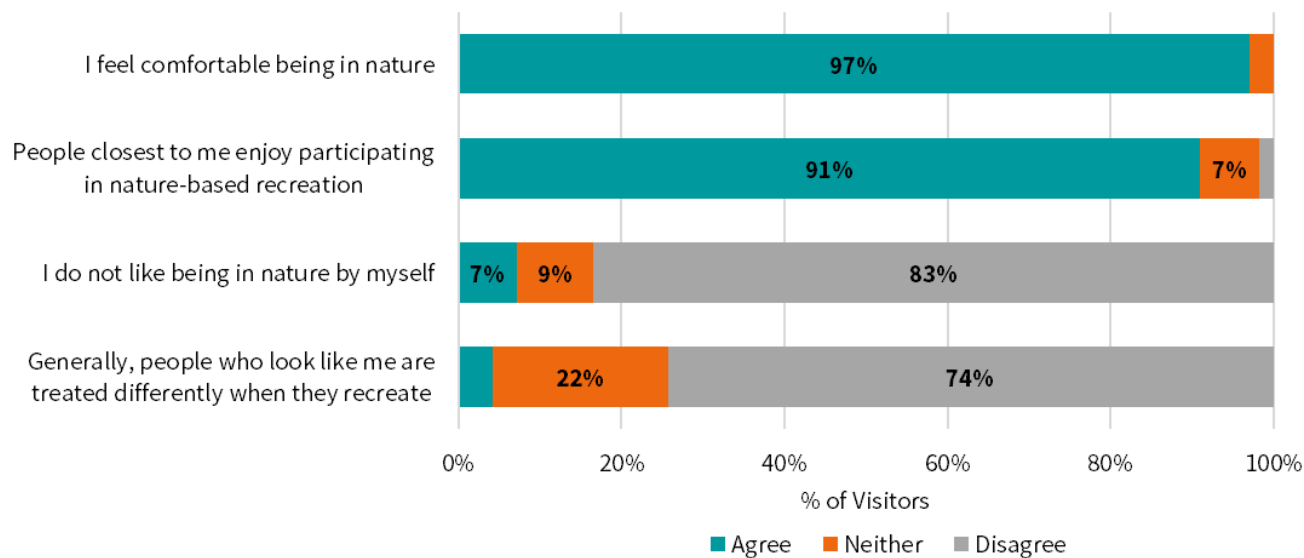


Fig. 17: Visitors' comfort with being in nature.



Photo credit: U.S. Fish & Wildlife Service.

# Satisfaction with Refuge Experiences

## OVERALL SATISFACTION

Refuge professionals strive to maintain a high level of customer satisfaction by operating visitor centers; designing, installing, and maintaining accessible trails; constructing viewing blinds; and much more to facilitate quality recreational experiences. A solid understanding of visitors' perceptions of their experiences provides a framework for monitoring and responding to trends across time. Overall satisfaction with this wildlife refuge is summarized as follows:

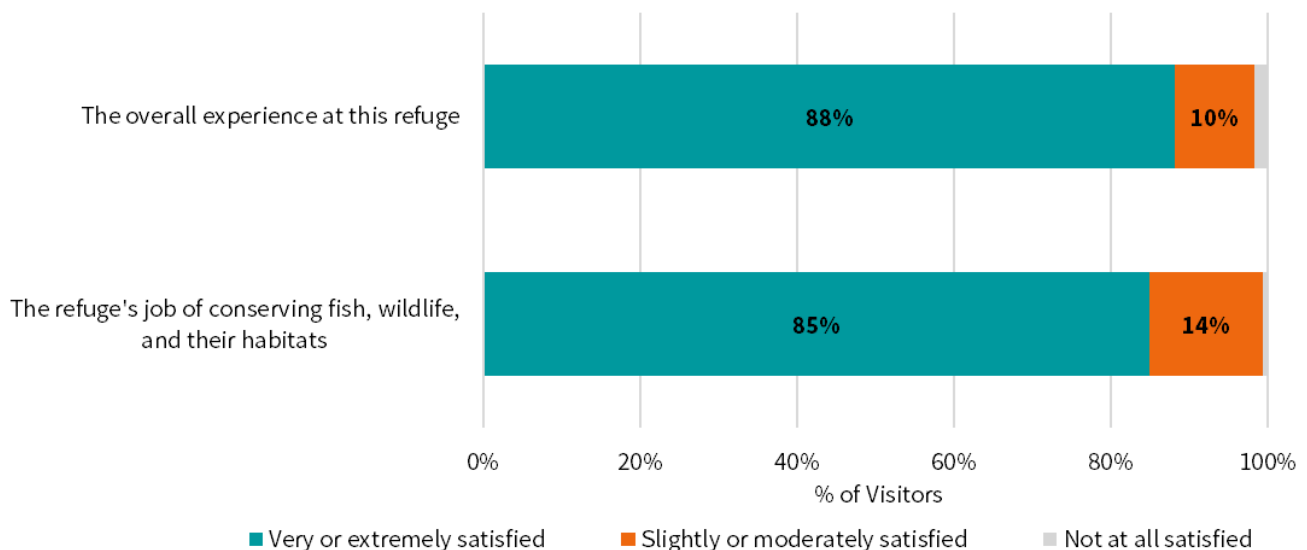
- 88% of visitors were very or extremely satisfied with the overall experience at this wildlife refuge (Fig. 18).
- 85% of visitors were very or extremely satisfied with this wildlife refuge's job of conserving fish, wildlife, and their habitats (Fig. 18).

## CUSTOMER SERVICE

Refuge professionals regularly interact with visitors and maintain facilities to ensure high quality experiences. From greeting visitors, to keeping bathrooms clean, to clearly stating regulations, providing quality customer service is important to ensuring overall satisfaction.

Satisfaction with customer service was highest among visitors for the following (Fig. 19):

- courteous and welcoming employees/volunteers (88%),
- restrooms (87%), and
- visitor center (84%).



*Fig. 18: Visitors' satisfaction with their experience at this refuge and with this refuge's job of conserving fish, wildlife, and habitats.*



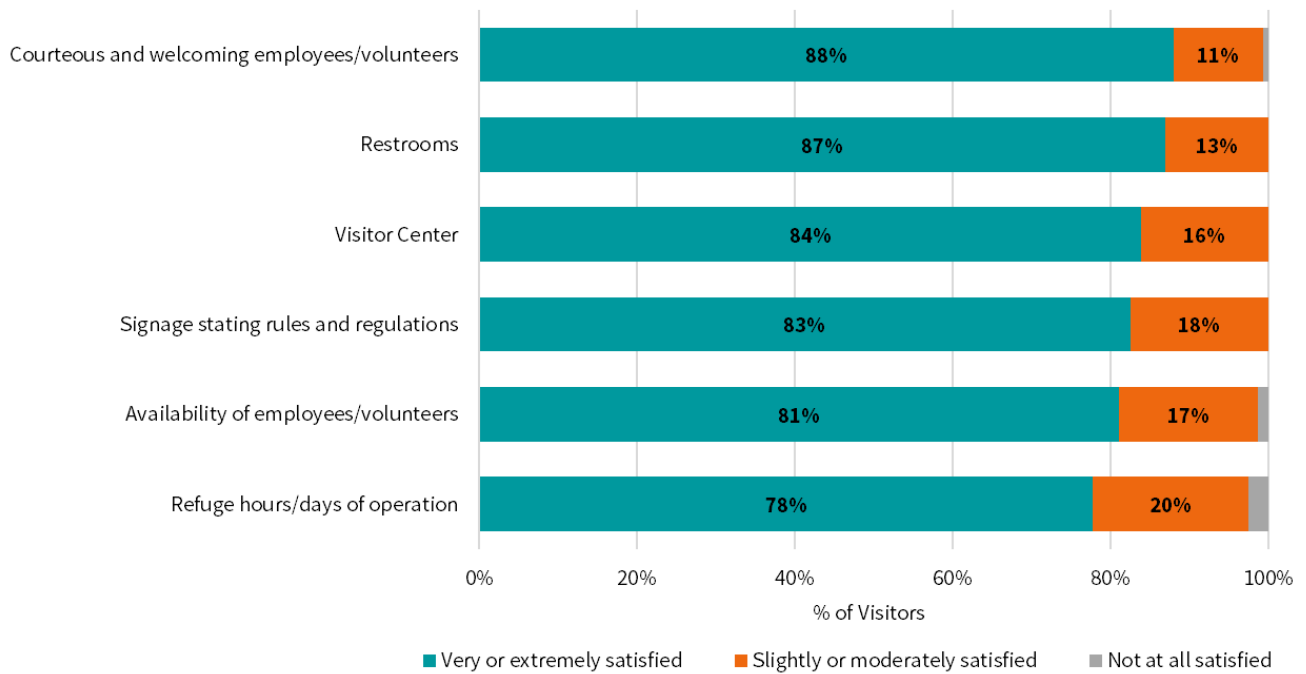


Fig. 19: Visitors' satisfaction with customer service and amenities at this refuge.

## RECREATIONAL OPPORTUNITIES

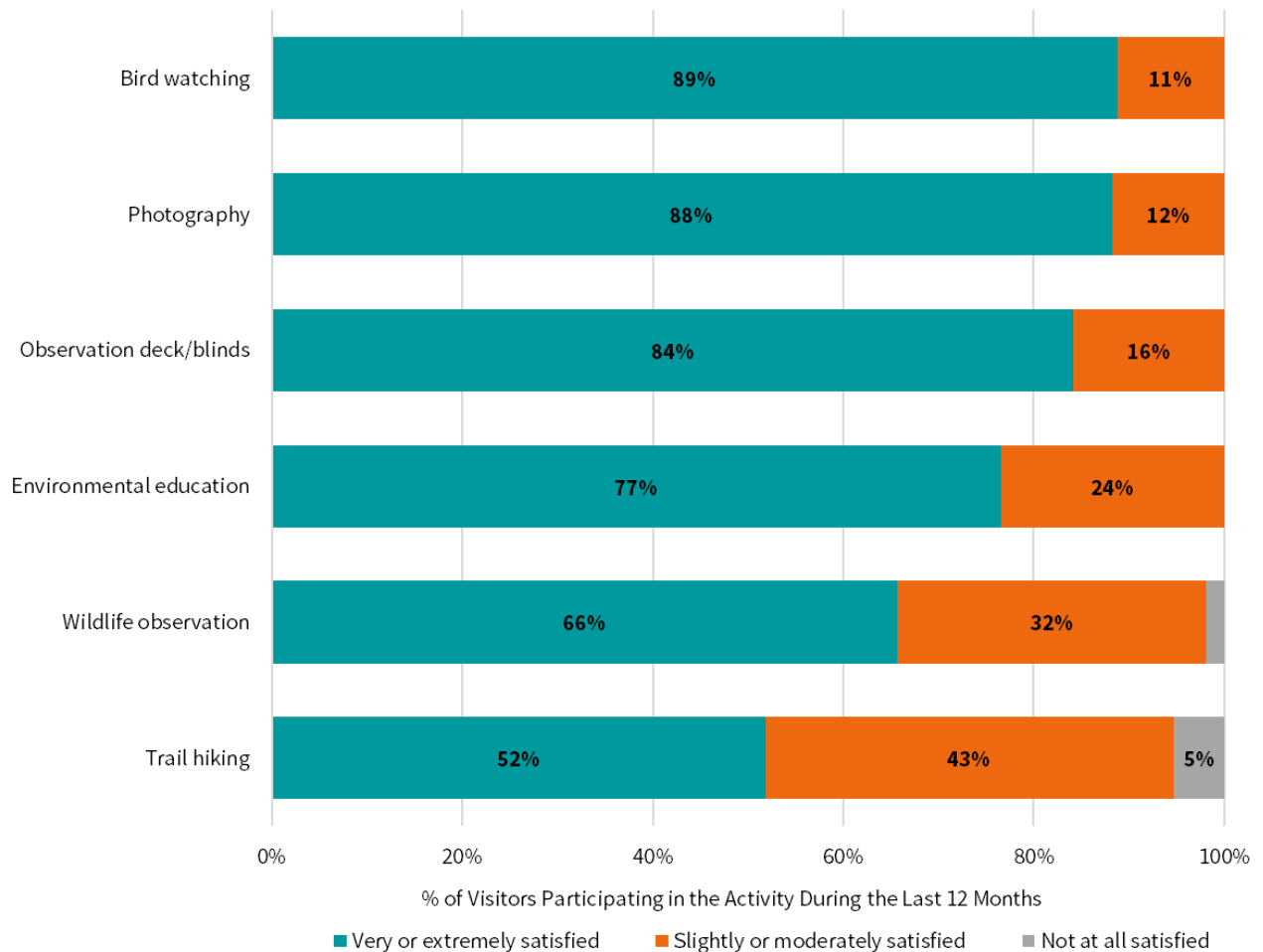
Outdoor recreation on wildlife refuges is a fundamental part of a visit. As American's values toward wildlife and their relationship with nature continue to shift (Kellert et al., 2017; Manfredo et al., 2018), public desires for recreational experiences on public lands are also likely to shift. In addition, researchers and land management professionals recognize the need to connect the next generation to nature and wildlife (Charles & Louv, 2009; Larson et al., 2011). A solid understanding of visitors' perceptions of their experiences provides a

framework for monitoring and responding to these recreation trends across time.

Satisfaction with recreation opportunities among visitors who had participated in the activity during the last 12 months was highest for the following (Fig. 20):

- bird watching (89%),
- photography (88%), and
- observation deck/blinds (84%).

*"We've been to Kauai many times and try to visit [Kilauea Point National Wildlife Refuge] each time we come. [The refuge is] very accessible and [we are] always glad we visit. Beautiful place with terrific facilities and staff." – Visitor to Kilauea Point National Wildlife Refuge*



*Fig. 20: Visitors' satisfaction with recreational opportunities at this refuge. Only visitors (10 or more) who participated in activities related to each opportunity at this refuge during the last 12 months were included.*

## TRANSPORTATION SAFETY & ACCESS

Transportation networks connect local communities to refuges and are critical to visitors' experiences there. Visitors access refuges by plane, car, train, boat, bike, and foot. The Service works to ensure that the roads, trails, and parking areas are welcoming and safe for visitors of all abilities. A goal of the Service's National Long-Range Transportation Plan is to enhance experiences on wildlife refuges and fish hatcheries through improvement to the transportation network (U.S. Fish & Wildlife Service, 2016b). How visitors perceive different transportation features can be used to prioritize access and transportation improvements.

Visitors were satisfied with transportation safety and access at this wildlife refuge as follows (Fig. 21):

- Getting to this wildlife refuge, visitors were most satisfied with safety of refuge road entrances and exits (77%).
- Getting around this wildlife refuge, visitors were most satisfied with condition of bridges on roadways (80%), condition of refuge roads (78%), safety of driving conditions on refuge roads (77%), and condition of refuge parking areas (76%).
- Accessing recreation on this wildlife refuge, visitors were most satisfied with condition of trails and boardwalks (85%), safety of roads or trails for nonmotorized use (76%), and directional signs on trails (75%).

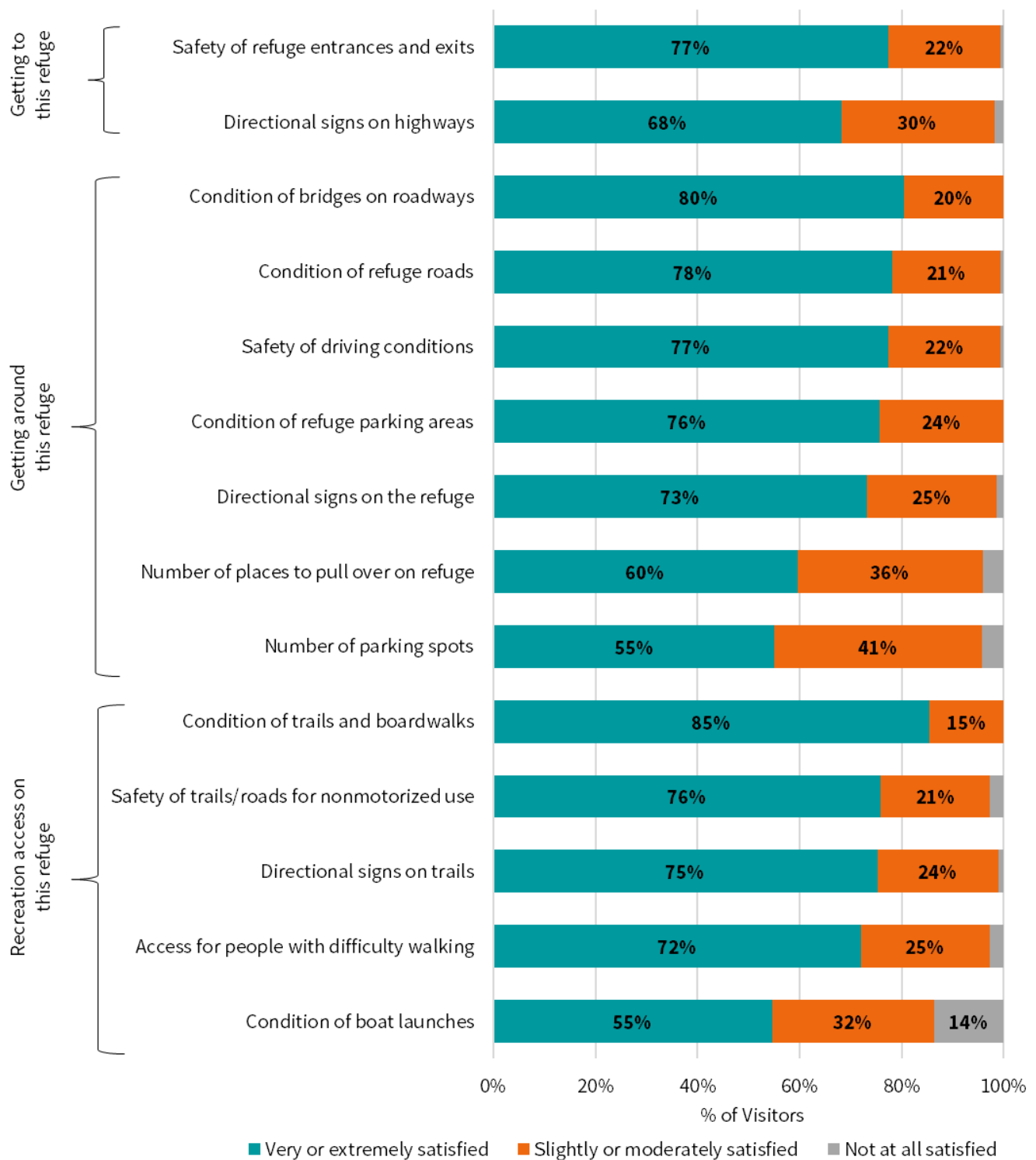


Fig. 21: Visitors' satisfaction with how the refuge is managing transportation-related features.

## Economic Benefits to Local Communities & Visitors

The value of any commodity is comprised of two elements: 1) the amount paid and 2) the additional benefit derived above and beyond what is paid. The first element equates to direct expenditures. Visitors to wildlife refuges pay for a variety of things, including nearby lodging, gas, food, and other purchases from local businesses. This spending has a significant positive contribution to local economies. The *Banking on Nature* report (Caudill & Carver, 2017) highlights how nearly 54 million visits to wildlife refuges during 2017 generated \$3.2 billion of economic output in local communities and supported over 41,000 jobs. The report further indicates that recreational spending on wildlife refuges generated \$229 million in tax revenue at the local, county, and state levels.

Determining benefits derived above and beyond what is paid is commonly estimated by “willingness to pay” for an experience. Studies show people are often willing to pay more for a recreational experience than what they actually spent (Neher, Duffield, & Patterson, 2011; Rosenberger & Loomis, 2001). For example, a visitor may have spent \$500 on lodging, food, and gasoline to make the trip possible, while also indicating that they would be willing to pay an additional \$50 to visit this wildlife refuge if total trip costs were to increase.

Results for local visitors (those living  $\leq 50$  miles from this wildlife refuge; 4%) are as follows:

- On average, local visitors accounted for less than 1% of expenditures.
- Top trip expenditures by locals were for food/drink and retail (Fig. 22).
- The average amount paid by locals to visit this wildlife refuge was \$127 per person per day (Fig. 22).
- Local visitors were personally willing to pay an additional \$15 per day on average to visit this wildlife refuge (Fig. 23).

Results for nonlocal visitors (those living  $>50$  miles from this wildlife refuge; 96%) are as follows:

- On average, nonlocals accounted for more than 99% of expenditures.
- Top trip expenditures by nonlocals were for lodging and food/drink (Fig. 22).
- The average amount paid by nonlocals to visit this wildlife refuge was \$239 per person per day (Fig. 22).
- Nonlocal visitors were personally willing to pay an additional \$160 per day on average to visit this wildlife refuge (Fig. 23).
- Nonlocal visitors spent an average of 8 days in the local community during this visit.





Fig. 22: Individual daily expenditures in the local community for local, nonlocal, and all visitors. Expenditures were reported by respondents on a per group basis; the total expenditures were divided by the number of people in the group who shared trip expenditures and the number of days spent in the local community. The number of people sharing trip expenditures was often smaller than the total group size.

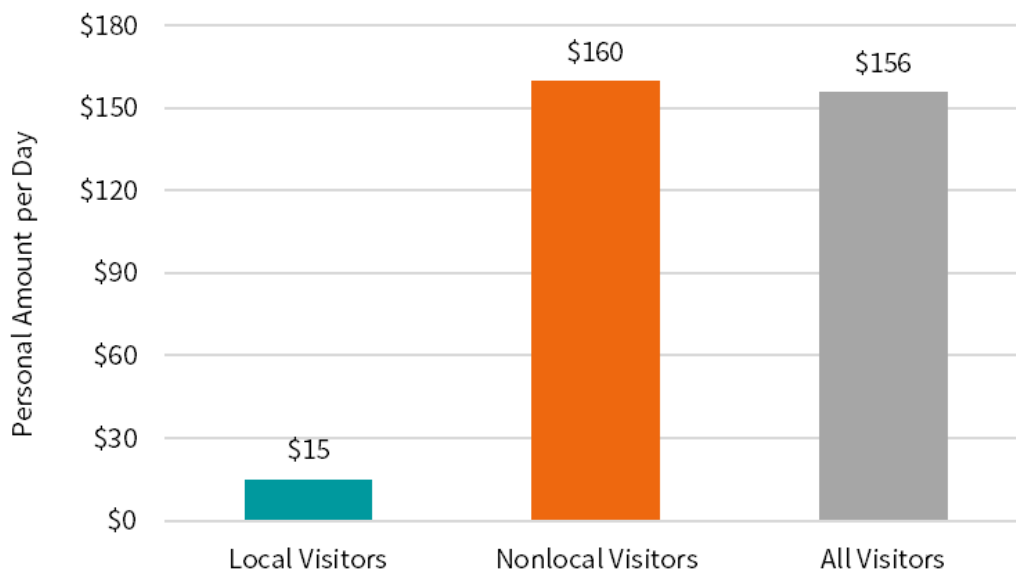


Fig. 23: Total personal willingness to pay per day above and beyond most recent trip expenses if costs were to increase for local, nonlocal, and all visitors. Due to the fixed-response question format, estimates of willingness to pay may underestimate the amount visitors would actually pay. Responses were divided by the number of days spent at the refuge.



# Encouraging Return Visits & Future Recreation Participation

Public land managers strive to maximize benefits for visitors while achieving and maintaining desired resource conditions. This complex task requires that managers accurately estimate visitor numbers, as well as where visitors go, what they do, their impacts on resources, how they perceive their experiences, and their desires for future visits. Gaining a sense of what would encourage visitors to return and how management activities affect their likelihood of returning can lead to improved visitor use and resource management (U.S. Fish & Wildlife Service, 2014).

## PROGRAMS AND OTHER OFFERINGS

Programming and other offerings that are compatible with the purpose of a refuge and the Refuge System mission can encourage people to continue visiting the refuge. Additionally, changes to regulations and access for improving resource availability may increase or decrease future participation, or have little effect at all.

In the future, changes in programming, offerings, or regulations would have an effect on visitation to this wildlife refuge as follows:

- Programs most likely to encourage visitors to return to this wildlife refuge included those focused on highlighting unique local culture (80%), skill-building (53%), and engaging families and multiple generations (36%) (Fig. 24).
- The top two factors likely to increase visitors' future participation in their primary recreation activity were more infrastructure (24%) and recreation equipment available for rent (12%) (Fig. 25).
- The top factors likely to decrease visitors' future participation in their primary recreation activity were less regulations on hunting (25%), more people participating in their primary activity (20%), and less regulation on fishing (19%) (Fig. 25).

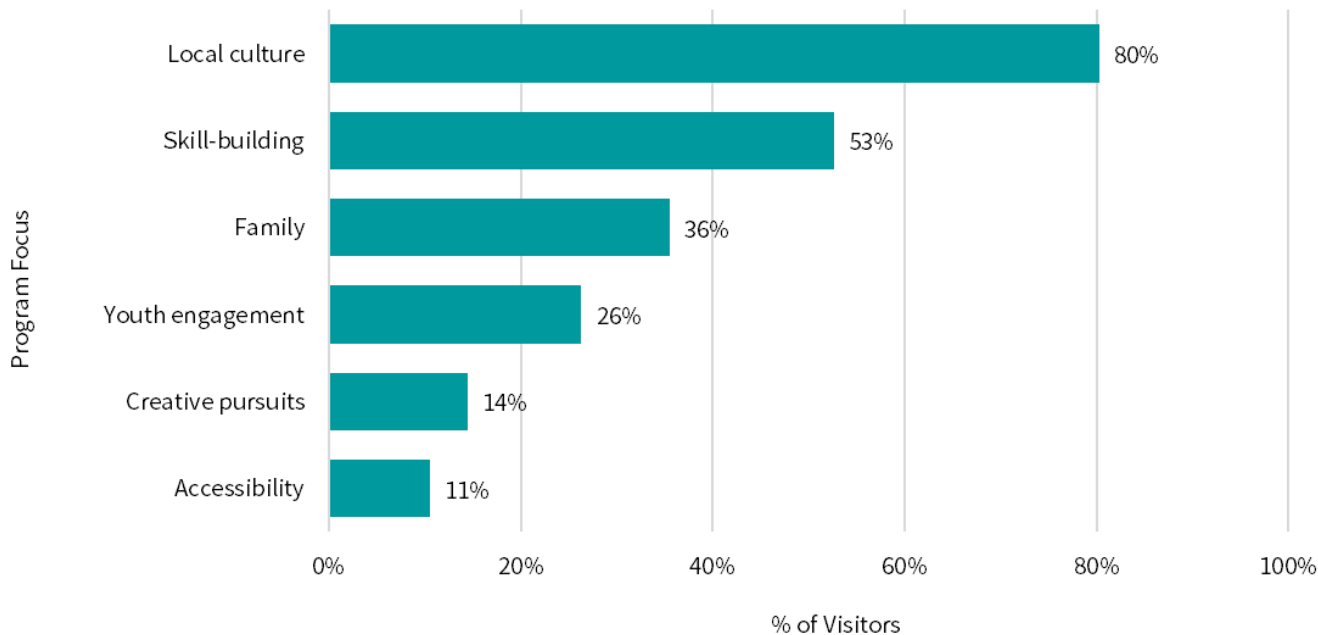


Fig. 24: Types of programs that would encourage visitors to return to this refuge.

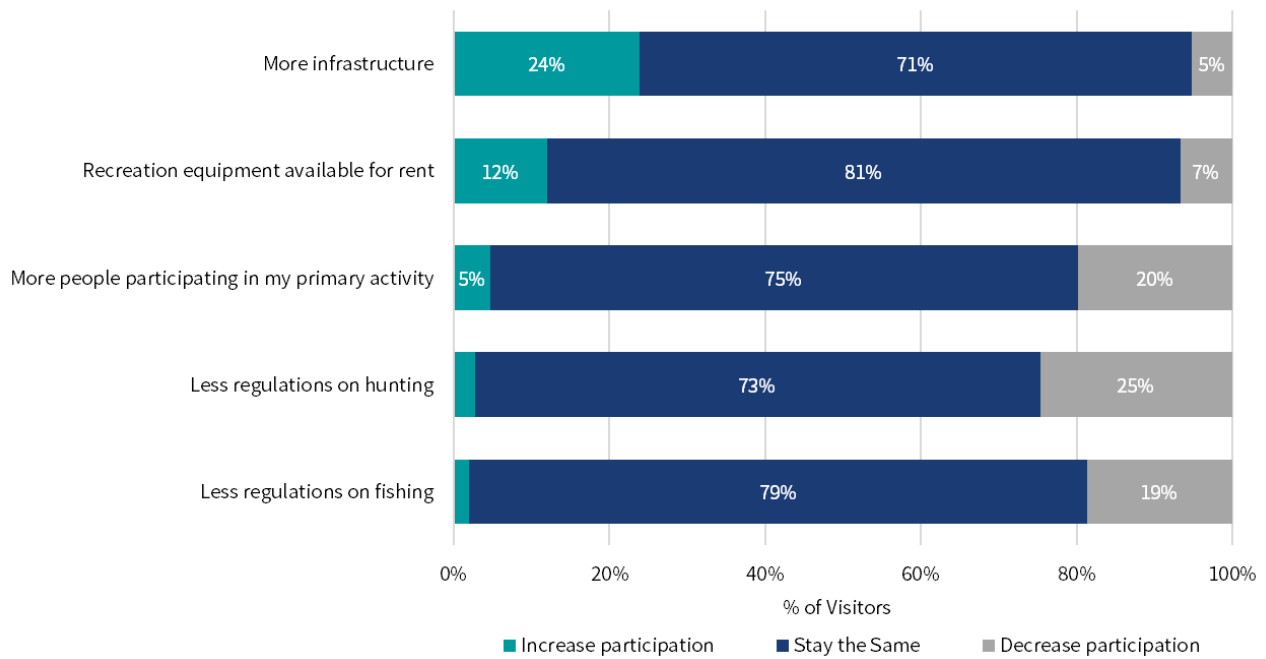


Fig. 25: Changes in visitors’ participation in their primary activity if the listed recreation factors were to change.

### ALTERNATIVE TRANSPORTATION

Understanding visitor demand for alternative transportation options is a goal of the Service’s National Long-Range Transportation Plan (U.S. Fish & Wildlife Service, 2016b). Alternative transportation options can be valuable in realizing refuge goals to conserve natural resources, reduce visitors’ carbon footprint (Volpe Center, 2010), and improve visitor experiences. Even though demand may be relatively small, any use of alternative transportation that is feasible at a wildlife refuge can help to meet goals.

The top future alternative transportation options supported by visitors at this wildlife refuge included (Fig. 26):

- bus/tram that provides a guided tour (25%),
- pedestrian paths (22%), and
- bus/tram that takes passengers to different points within refuge boundaries (19%).

### ECOSYSTEM SERVICES

Natural processes associated with wildlife refuges can provide benefits to people, including provisioning services such as food

and water; regulating services such as flood and disease control; cultural services such as spiritual, recreational, and educational benefits; and supporting services such as nutrient cycling (Millennium Ecosystem Assessment, 2005). Understanding how changes in natural resources and related processes may impact future visitation and participation in certain recreation activities can improve resource and visitor management, as well as inform communication efforts with stakeholders and policy-makers (Patton, Bergstrom, Covich, & Moore, 2012).

In the future, changes to resources would affect visitation to this refuge as follows (Fig. 27):

- The top two resource changes likely to increase visitors’ future participation in their primary recreation activity were a greater diversity of species (47%) and an improvement in the quality of wildlife habitat other than wetlands (35%).
- The top two resource changes likely to decrease visitors’ future participation in their primary recreation activity were more acreage open to hunting and fishing (30%) and less water available for recreation (24%).

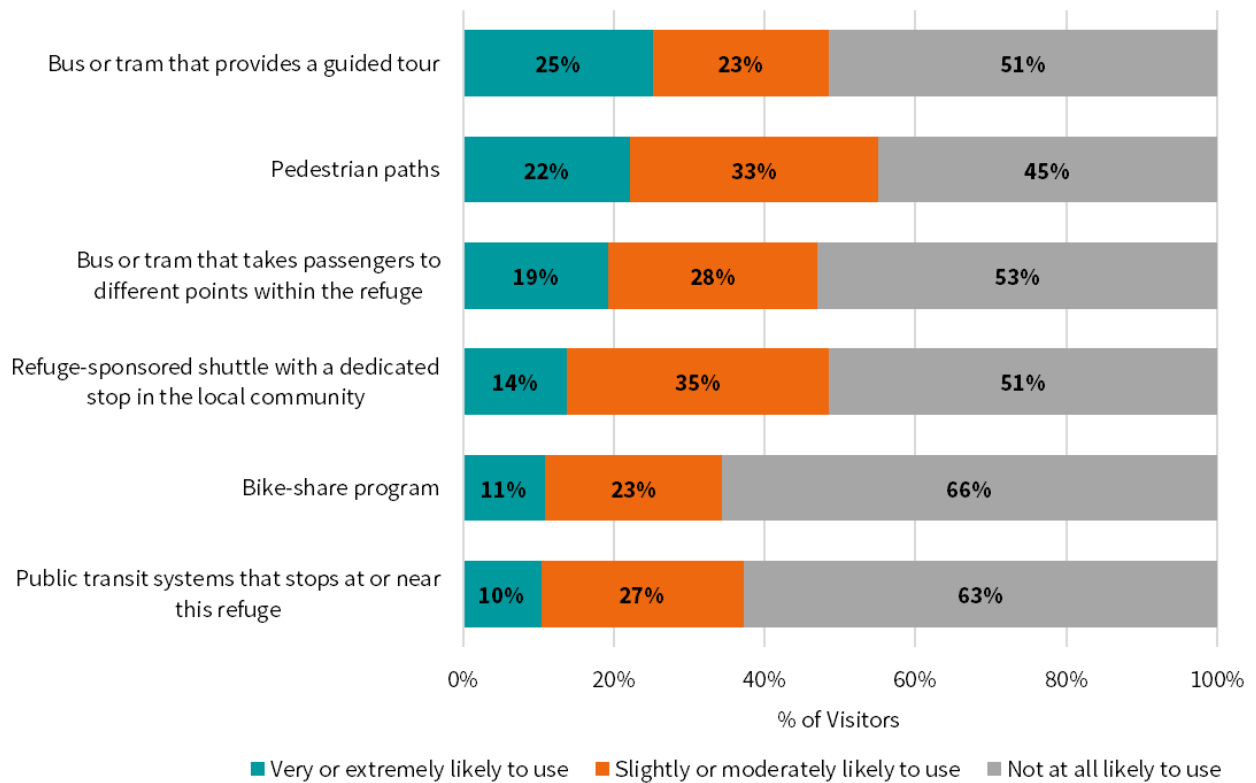


Fig. 26: Visitors' likelihood of using alternative transportation options if offered at this refuge.

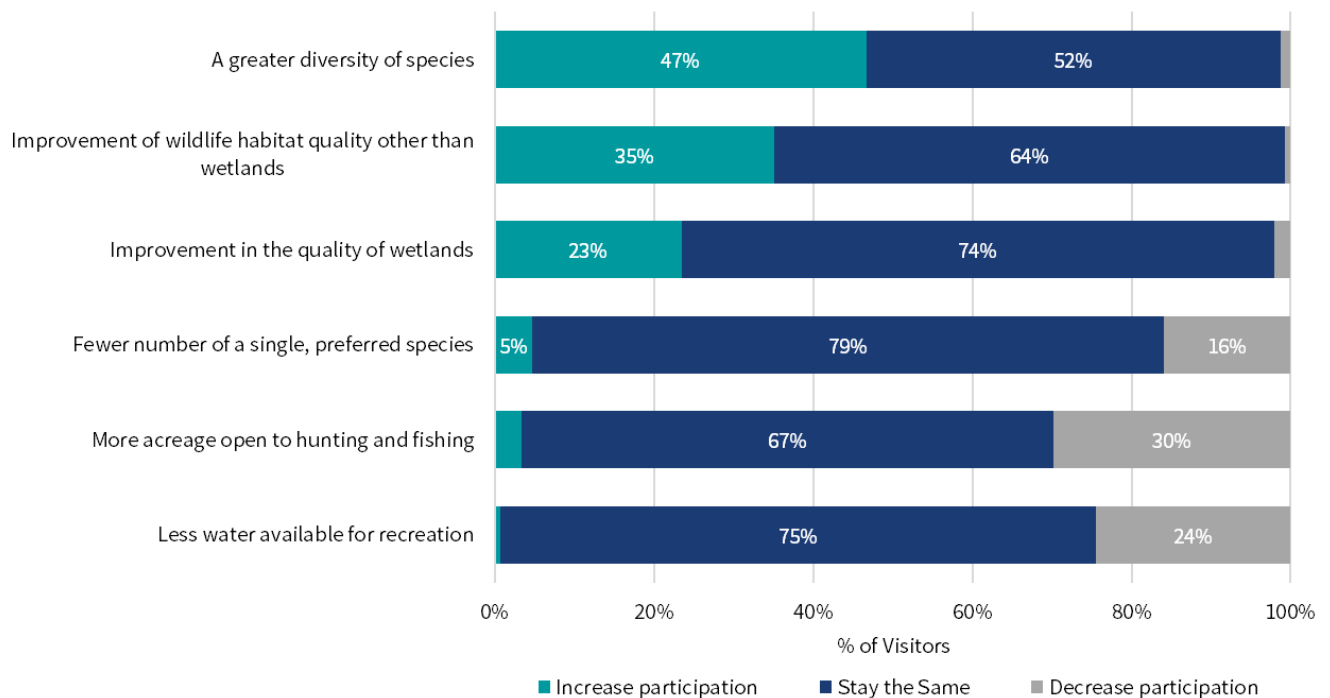


Fig. 27: Changes in visitors' participation in their primary activity if the listed resources were to change.

## Conclusion

These individual refuge results provide a summary of trip characteristics and experiences of a sample of visitors to Kīlauea Point National Wildlife Refuge during 2018. They are intended to inform refuge planning, including the management of natural resources, recreation, and the design and delivery of programs for visitors. These results offer a baseline that can be used to monitor and evaluate efforts over time. Refuge professionals who understand

visitor demographics, trip characteristics, and desires for future conditions can make informed decisions for proactive visitor management and resource protection. Integrating this social science with biophysical science ensures that management decisions are consistent with the Refuge System mission while fostering a continued public interest in and connection with these special places we call national wildlife refuges.



*Photo credit: U.S. Fish & Wildlife Service.*



# References

- Caudill, J., & Carver, E. (2019). Banking on Nature 2017: The Economic Contributions of National Wildlife Refuge Recreational Visitation to Local Communities. Washington, DC: U.S. Department of the Interior, U.S. Fish & Wildlife Service. Retrieved from <https://www.fws.gov/uploadedFiles/Banking-on-Nature-Report.pdf>.
- Charles, C., & Louv, R. (2009). Children's Nature Deficit: What We Know—And Don't Know. Minneapolis, MN: Children and Nature Network. Retrieved from <https://www.gufsee.org/uploads/6/5/0/5/65052893/cnnevidenceofthedeficit.pdf>.
- Kellert, S. R., Case, D. J., Escher, D., Witter, D. J., Mikels-Carrasco, J., & Seng, P. T. (2017). The Nature of Americans: Disconnection and Recommendations for Reconnection—National Report. Mishawaka, IN: DJ Case & Associates.
- Larson, L. R., Green, G. T., & Cordell, H. K. (2011). Children's Time Outdoors: Results and Implications of The National Kids Survey. *Journal of Park and Recreation Administration*, 29, 1-20.
- Manfredo, M. J., Sullivan, L., Don Carlos, A. W., Dietsch, A. M., Teel, T. L., Bright, A. D., & Bruskotter, J. (2018). America's Wildlife Values: The Social Context of Wildlife Management in the U.S. National report from the research project entitled "America's Wildlife Values". Fort Collins, CO: Colorado State University, Department of Human Dimensions of Natural Resources.
- Millennium Ecosystem Assessment. (2005). *Ecosystems and Human Well-Being: A Framework for Assessment*. Washington, DC: Island Press. Retrieved from <https://www.millenniumassessment.org>.
- Neher, C., Duffield, J., & Patterson, D. (2013). Valuation of National Park system visitation: the efficient use of count data models, meta-analysis, and secondary visitor survey data. *Environmental Management* 52(3), 683-698.
- Outdoor Foundation. (2018). 2018 Outdoor Participation Report. Washington, DC: The Outdoor Foundation. Retrieved from <https://outdoorindustry.org/resource/2018-outdoor-participation-report/>.
- Patton, D., Bergstrom, J., Covich, A., & Moore, R. (2012). National Wildlife Refuge Wetland Ecosystem Service Valuation Model, Phase 1 Report. Washington, DC: U.S. Department of the Interior, U.S. Fish & Wildlife Service. Retrieved from [https://www.fws.gov/economics/Discussion%20Papers/USFWS\\_Ecosystem%20Services\\_Phase%20I%20Report\\_04-25-2012.pdf](https://www.fws.gov/economics/Discussion%20Papers/USFWS_Ecosystem%20Services_Phase%20I%20Report_04-25-2012.pdf).
- Rosenberger, R. S., & Loomis, J. B. (2001). Benefit transfer of outdoor recreation use values: A technical document supporting the Forest Service Strategic Plan (2000 revision). Gen. Tech. Rep. RMRS-GTR-72. Fort Collins, CO: U.S. Department of Agriculture, Forest Service, Rocky Mountain Research Station. Retrieved from: <https://www.fs.usda.gov/treeearch/pubs/4578>.
- Sexton, N. R., Ross-Winslow, D., Pradines, M., & Dietsch, A. M. (2015). The Urban Wildlife Conservation Program: Building a Broader Conservation Community. *Cities and the Environment (CATE)*, 8(1), Article 3. Retrieved from <https://digitalcommons.lmu.edu/cate/vol8/iss1/3>.
- Smith, A., & Anderson, M. (2018). Social Media Use in 2018. Washington, DC: Pew Research Center. Retrieved from [http://assets.pewresearch.org/wp-content/uploads/sites/14/2018/03/01105133/PI\\_2018.03.01\\_Social-Media\\_FINAL.pdf](http://assets.pewresearch.org/wp-content/uploads/sites/14/2018/03/01105133/PI_2018.03.01_Social-Media_FINAL.pdf).
- U.S. Fish & Wildlife Service. (2011). *Conserving the Future: Wildlife Refuges and the Next Generation*. Washington, DC: U.S. Department of the Interior, U.S. Fish & Wildlife Service, National Wildlife Refuge System. Retrieved from <https://www.fws.gov/refuges/pdfs/FinalDocumentConservingTheFuture.pdf>.
- U.S. Fish & Wildlife Service. (2014). *Standards of Excellence*. Retrieved from <https://www.fws.gov/urban/soe.php>.
- U.S. Fish & Wildlife Service. (2016a). *National Wildlife Refuge System Communications Strategy*. Retrieved from <https://www.fws.gov/refuges/vision/pdfs/NWRSCommunicationsStrategy.pdf>.
- U.S. Fish & Wildlife Service. (2016b). *Plan 2035: The National Long Range Transportation Plan - Moving People, Conserving Wildlife*. Retrieved from <https://ecos.fws.gov/ServCat/DownloadFile/118522?Reference=76318>.
- Volpe Center. (2010). *Transit and Trail Connections-Assessment of Visitor Access to National Wildlife Refuges*. Washington, DC: U.S. Department of Transportation, Volpe National Transportation Systems Center; U.S. Fish & Wildlife Service.

## Appendix A: Survey Methodology

The National Wildlife Refuge Visitor Survey (NVS) team consisted of staff from The Ohio State University (OSU), U.S. Fish & Wildlife Service (Service), and American Conservation Experience (ACE) who collectively developed the following NVS methodology. Staff from OSU and the Service designed the survey instrument with multiple reviewers within the Refuge System providing feedback about content and wording. The logistical coordinator and interns from ACE conducted sampling on refuges. OSU staff coordinated survey mailings, analyzed data, and in cooperation with Service staff, designed the report template and created each refuge report.

### SAMPLING SCHEDULE

---

Interns (survey recruiters) sampled on each participating refuge for two 14-day sampling periods between March 2018 and February 2019. Refuge staff identified the sampling periods and locations that best reflected the diversity of use and visitation patterns of the refuge.

The national visitor survey team developed a sampling schedule for each refuge that included eight randomly selected sampling shifts during each 14-day sampling period. Shifts were four-hour time bands stratified across mornings and afternoons/evenings. The NVS team customized the schedule as needed to accommodate the individual refuge sampling locations and specific spatial and temporal patterns of visitation. The target number of contacts was 25 adult visitors (18 years of age or older) per shift for a total of 375 participants contacted per refuge. Shifts were moved, added, or extended to address logistical limitations (for example, bad weather or low visitation).

### CONTACTING VISITORS ONSITE

---

ACE interns received a multi-day training that included role-play exercises on a refuge to

simulate engagement of visitors. Once onsite, the interns contacted visitors following a protocol developed by OSU and Service staff. Interns surveyed across the entire sampling shift and only one visitor per group was asked to participate. If a visitor declined to participate, interns recorded a direct refusal. Visitors willing to participate provided their name, mailing address, language preference (English or Spanish), and answered a few initial questions about their experience that could be used for nonresponse comparisons. Willing visitors were also given a small token incentive (for example, sticker) as a thank you and reminder of their participation.

### COMPLETING A SURVEY AT HOME

---

All visitors that agreed onsite to participate in the survey received a postcard mailed to their address within 10 days. The postcard thanked visitors for agreeing to participate, provided a weblink and unique password, and invited the visitor to complete the survey online. All participants then received the following sequence of correspondence by mail from OSU until a survey was returned and the address removed from the mailing list (as suggested by Dillman et al., 2014):

- 1) A packet consisting of a cover letter, survey, and postage-paid return envelope approximately seven days after the first postcard was mailed.
- 2) A reminder postcard mailed 14 days after the first packet was mailed.
- 3) A final packet consisting of a cover letter, survey, and postage-paid return envelope mailed seven days after the reminder postcard.

All printed correspondence and online material were provided in the language chosen by visitors onsite; however, visitors who went online to complete the survey were able to switch between English and Spanish. The

survey was designed to take no more than 25 minutes to complete, and the average completion time recorded by the online survey software was approximately 20 minutes.

## DATA ENTRY & ANALYSIS

---

The NVS team used Qualtrics survey software to collect survey data online. OSU staff then exported the data for cleaning (for example, treatment of missing data) and analyses. The team entered data from the paper surveys into Microsoft Excel using a standardized survey codebook and data entry procedures. All data from the two sources (paper and online) were merged and analyzed using Statistical Package for the Social Sciences (SPSS, v.25) software.

## LIMITATIONS OF RESULTS

---

The degree to which these results represent overall visitation at a wildlife refuge depends on the number of visitors who completed the survey (sample size), and how well the sample reflects the degree of use at the refuge (Scheaffer et al., 2011). Many respondents completing the survey will produce a smaller margin of error, leading to greater confidence in results, but only to a point. For example, a margin of error of  $\pm 5\%$  at a 95% confidence level signifies that if a reported percentage is 55%, then 95 out of 100 times that sample estimate would fall between 50% and 60% (if the same question was asked in the same way of the same sample). The margin of error for this survey was calculated with an 80/20

response distribution, meaning if respondents were given a dichotomous choice question, approximately 80% of respondents would select one choice and 20% would select the other (Salant & Dillman, 1994).

While OSU designed the standardized sampling protocol to account for spatial and temporal visitation patterns, the geography and infrastructure of wildlife refuges vary widely. This variation can affect who is ‘captured’ as part of the survey. For example, contacting visitors is much easier if everyone must pass through a single-entry point and much more difficult if a refuge has multiple access points over a large area. Additionally, the two 14-day sampling periods may not have effectively captured all visitor activities throughout the year on some wildlife refuges (for example, visitors who solely engage in ice fishing). As such, results presented in any one of these reports are aimed at representing overall visitation at a wildlife refuge while recognizing that particular visitor groups may vary in their beliefs and activities.

## REFERENCES

---

- Dillman, D. A., Smyth, J. D., & Christian, L. M. (2014). *Internet, Phone, Mail, and Mixed-Mode Surveys: The Tailored Design Method* (4th ed.). Hoboken, NJ: Wiley.
- Salant, P., & Dillman, A. D. (1994). *How to Conduct Your Own Survey*. New York, NY: Wiley.
- Scheaffer, R. L., Mendenhall, W. III, Ott, R. L., & Gerow, K. G. (2011). *Elementary Survey Sampling*. Boston, MA: Cengage Learning.

# National Wildlife Refuge Visitor Survey



Front cover of the 2018 National Wildlife Refuge Visitor Survey instrument. Artwork credit: Kent Olson.



PLEASE READ THIS FIRST:

Thank you for visiting a national wildlife refuge and agreeing to participate in this study! We hope that you had an enjoyable experience. The U.S. Fish and Wildlife Service and The Ohio State University are conducting this survey to learn more about refuge visitors and their experiences in order to improve management and enhance visitor opportunities.

Please respond regarding the refuge and the visit for which you were asked to participate in this survey. The cover letter indicates the refuge you visited.

---

SECTION 1. Your visit to this refuge

---

1. Including your most recent visit, which activities did you participate in during the past 12 months at this refuge? (Mark all that apply.)

<input type="checkbox"/> 74% Wildlife observation	<input type="checkbox"/> 59% Hiking/Walking	<input type="checkbox"/> 2% Volunteering
<input type="checkbox"/> 60% Bird watching	<input type="checkbox"/> 8% Jogging/Running/Exercising	<input type="checkbox"/> 3% Environmental education program (classroom visits, labs)
<input type="checkbox"/> 67% Photography	<input type="checkbox"/> 5% Bicycling	
<input type="checkbox"/> 0% Big game hunting	<input type="checkbox"/> 20% Auto tour route/Driving	<input type="checkbox"/> 12% Interpretative program (bird walks, staff/volunteer-led talks)
<input type="checkbox"/> 0% Upland/Small game hunting	<input type="checkbox"/> 3% Motorized boating	
<input type="checkbox"/> 0% Waterfowl/Migratory bird hunting	<input type="checkbox"/> 3% Nonmotorized boating (canoeing, kayaking)	<input type="checkbox"/> 1% Refuge special event ( <i>specify</i> ) <u>See Appendix C</u>
<input type="checkbox"/> 2% Freshwater fishing	<input type="checkbox"/> 1% Foraging (berries, nuts, other)	<input type="checkbox"/> 16% Other ( <i>specify</i> ) <u>See Appendix C</u>
<input type="checkbox"/> 2% Saltwater fishing	<input type="checkbox"/> 7% Picnicking	

2. Which of the activities above was the primary purpose of your most recent visit to this refuge?

(Please write **only one activity** here.) See Appendix C

3. Which of the following best describes your most recent visit to this Refuge? (Mark only one.)

<input type="checkbox"/> 10% It was the primary purpose or sole destination of my trip.
<input type="checkbox"/> 43% It was one of many equally important reasons or destinations for my trip.
<input type="checkbox"/> 47% It was just an incidental or spur-of-the-moment stop on a trip taken for other purposes or to other destinations.

4. How many people were in your personal group, including yourself, on your most recent visit to this refuge? (Please answer each category.)

3 number of people 18 years and older      1 number of people under 18 years

5. Did you go to a visitor center at this refuge during your most recent visit?

☐ 14% No / Not Applicable

☐ 86% Yes → If yes, what did you do there? (*Mark all that apply.*)

☐ 37% Asked information of employees/volunteers

☐ 38% Looked at list of recent bird/wildlife sightings

☐ 29% Attended a talk/video/presentation

☐ 61% Stopped to use the facilities (for example, got water, used restroom)

☐ 82% Viewed the exhibits

☐ 3% Picked up/purchased a license, permit, or pass

☐ 15% Rented/borrowed equipment (for example, binoculars, fishing rod, snowshoes)

☐ 70% Visited the gift shop or bookstore

☐ 1% Other (*specify*) See Appendix C

6. How much time did you spend **at this refuge** during your most recent visit?

If you spent less than one day at this refuge, enter the number of hours: 2 hour(s)

If you spent one day or more at this refuge, enter the number of days: 2 day(s)

7. Do you live in the local area (within 50 miles of this refuge)?

☐ 4% Yes

☐ 96% No → How much time did you spend in **the local area** on this trip?

If you spent less than one day in the local area, enter the number of hours: 4 hour(s)

If you spent one day or more in the local area, enter the number of days: 8 day(s)

8. Approximately how many hours/minutes (one-way) did you travel from your home to this refuge?

If you travelled less than one hour, enter the number of minutes: 33 minutes

If you travelled more than one hour, round to the nearest hour: 10 hours

9. Including this visit, during which seasons did you visit this refuge in the last 12 months? (*Mark all that apply.*)

☐ 4% Spring  
(March-May)

☐ 33% Summer  
(June-August)

☐ 69% Fall  
(September-November)

☐ 3% Winter  
(December-February)

10. In the last 12 months, how many times have you visited...

...this refuge (including this visit?) 2 number of visits

...other national wildlife refuges? 1 number of visits

...other public lands (for example, national or state parks) to participate in the same primary activity as this visit? 4 number of visits

11. Which, if any, of the following social media outlets did you use to share your refuge experience with other people? (*Mark all that apply.*)

<input type="checkbox"/> 46%	Facebook	<input type="checkbox"/> 3%	Snapchat	<input type="checkbox"/> 0%	Personal blog (for example, Tumblr, Wordpress)
<input type="checkbox"/> 1%	Flickr	<input type="checkbox"/> 1%	Twitter	<input type="checkbox"/> 2%	Travel-related website (for example, Trip Advisor)
<input type="checkbox"/> 16%	Instagram	<input type="checkbox"/> 0%	Vimeo	<input type="checkbox"/> 2%	Other ( <i>specify</i> ) <u>See Appendix C</u>
<input type="checkbox"/> 1%	Pinterest	<input type="checkbox"/> 1%	YouTube	<input type="checkbox"/> 47%	I do not use social media

## SECTION 2. Information about this refuge and its resources

1. How helpful was each of the following sources to get information about this refuge and its resources? (*Circle one number for each source, or mark the box if you did **not** use a source.*)

Information source	For those who used a source, the % who found it to be...					Did not use
	Not at all helpful	Slightly helpful	Moderately helpful	Very helpful	Extremely helpful	
Personal knowledge from previous visit(s)	<input type="checkbox"/> 12%	<input type="checkbox"/> 5%	<input type="checkbox"/> 16%	<input type="checkbox"/> 32%	<input type="checkbox"/> 35%	<input type="checkbox"/> 57%
Word of mouth (for example, a friend or relative)	<input type="checkbox"/> 10%	<input type="checkbox"/> 15%	<input type="checkbox"/> 29%	<input type="checkbox"/> 23%	<input type="checkbox"/> 23%	<input type="checkbox"/> 59%
People in the local community near the refuge	<input type="checkbox"/> 19%	<input type="checkbox"/> 9%	<input type="checkbox"/> 31%	<input type="checkbox"/> 25%	<input type="checkbox"/> 16%	<input type="checkbox"/> 62%
Refuge employees or volunteers	<input type="checkbox"/> 6%	<input type="checkbox"/> 2%	<input type="checkbox"/> 17%	<input type="checkbox"/> 29%	<input type="checkbox"/> 47%	<input type="checkbox"/> 39%
Printed map or atlas	<input type="checkbox"/> 4%	<input type="checkbox"/> 6%	<input type="checkbox"/> 29%	<input type="checkbox"/> 33%	<input type="checkbox"/> 28%	<input type="checkbox"/> 47%
Web-based map (for example, Google Maps, Waze)	<input type="checkbox"/> 7%	<input type="checkbox"/> 3%	<input type="checkbox"/> 18%	<input type="checkbox"/> 35%	<input type="checkbox"/> 37%	<input type="checkbox"/> 48%
Refuge website	<input type="checkbox"/> 13%	<input type="checkbox"/> 0%	<input type="checkbox"/> 25%	<input type="checkbox"/> 31%	<input type="checkbox"/> 31%	<input type="checkbox"/> 73%
Travel website (for example, TripAdvisor)	<input type="checkbox"/> 14%	<input type="checkbox"/> 4%	<input type="checkbox"/> 30%	<input type="checkbox"/> 32%	<input type="checkbox"/> 20%	<input type="checkbox"/> 69%
Other website ( <i>specify</i> ) <u>See Appendix C</u>	<input type="checkbox"/> 57%	<input type="checkbox"/> 14%	<input type="checkbox"/> 29%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%	<input type="checkbox"/> 95%
Social media (for example, Facebook, Instagram)	<input type="checkbox"/> 29%	<input type="checkbox"/> 17%	<input type="checkbox"/> 38%	<input type="checkbox"/> 17%	<input type="checkbox"/> 0%	<input type="checkbox"/> 86%
Recreation club or organization	<input type="checkbox"/> 41%	<input type="checkbox"/> 0%	<input type="checkbox"/> 41%	<input type="checkbox"/> 5%	<input type="checkbox"/> 14%	<input type="checkbox"/> 88%
Refuge printed information (for example, brochure)	<input type="checkbox"/> 8%	<input type="checkbox"/> 7%	<input type="checkbox"/> 21%	<input type="checkbox"/> 36%	<input type="checkbox"/> 29%	<input type="checkbox"/> 59%
Kiosks/displays/exhibits at the refuge	<input type="checkbox"/> 3%	<input type="checkbox"/> 3%	<input type="checkbox"/> 17%	<input type="checkbox"/> 37%	<input type="checkbox"/> 41%	<input type="checkbox"/> 36%
Travel guidebook or other book	<input type="checkbox"/> 7%	<input type="checkbox"/> 1%	<input type="checkbox"/> 29%	<input type="checkbox"/> 34%	<input type="checkbox"/> 29%	<input type="checkbox"/> 57%
Tourist information or welcome center	<input type="checkbox"/> 7%	<input type="checkbox"/> 4%	<input type="checkbox"/> 23%	<input type="checkbox"/> 28%	<input type="checkbox"/> 39%	<input type="checkbox"/> 58%
Other source ( <i>specify</i> ) <u>See Appendix C</u>	<input type="checkbox"/> 25%	<input type="checkbox"/> 13%	<input type="checkbox"/> 25%	<input type="checkbox"/> 0%	<input type="checkbox"/> 38%	<input type="checkbox"/> 93%

### SECTION 3. Transportation and access at this refuge

1. First rate how important each of the following transportation-related features 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 have a specific feature or you did not experience it during this visit, please rate how important it is to you and then circle NA “Not Applicable” under the satisfaction column.*

Importance <i>Circle one for each item.</i>					Transportation-Related Features	Satisfaction <i>Circle one for each item.</i>					
Not at all Important	Slightly Important	Moderately important	Very Important	Extremely Important		Not at all Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
5%	15%	44%	26%	10%	Surface conditions of refuge roads	1%	2%	19%	52%	27%	NA
6%	17%	41%	26%	10%	Surface conditions of parking areas	0%	4%	21%	51%	25%	NA
4%	14%	36%	32%	13%	Condition of bridges on roadways	0%	2%	18%	58%	23%	NA
4%	7%	33%	44%	11%	Condition of trails and boardwalks	0%	2%	13%	49%	36%	NA
53%	7%	22%	14%	4%	Condition of boat launches	14%	0%	32%	41%	14%	NA
1%	6%	33%	42%	18%	Number of places for parking	4%	8%	32%	35%	20%	NA
10%	14%	44%	25%	8%	Number of places to pull over on refuge roads	4%	9%	27%	43%	16%	NA
2%	4%	27%	40%	27%	Safety of driving conditions on refuge roads	1%	3%	19%	49%	28%	NA
3%	4%	30%	42%	22%	Safety of refuge road entrances/exits	1%	4%	18%	50%	28%	NA
7%	6%	30%	34%	22%	Safety of roads/trails for nonmotorized users (for example, bicyclists and hikers)	3%	2%	20%	46%	29%	NA
2%	4%	26%	44%	23%	Signs on highways directing you to this refuge	2%	8%	23%	47%	21%	NA
3%	5%	31%	44%	18%	Signs directing you around refuge roads	1%	7%	18%	49%	25%	NA
5%	4%	27%	41%	24%	Signs directing you on trails	1%	6%	18%	49%	27%	NA
13%	14%	30%	25%	18%	Access for people with physical disabilities or who have difficulty walking	3%	2%	23%	42%	30%	NA

2. If you have any comments about transportation-related features at this refuge, please write them here.

See Appendix C



3. What modes of transportation did you use to travel from the local area to this refuge and within this refuge during your most recent trip? (*Mark all that apply.*)

Transportation modes used to travel...	...from the local area to this refuge	...within the boundaries of this refuge
Private/rental vehicle without a trailer	92%	26%
Private/rental vehicle with a trailer (for boat, camper, or other)	3%	1%
Recreational vehicle (RV)	1%	1%
Refuge shuttle bus/tram	1%	1%
Tour bus/van	4%	1%
Public transportation	0%	1%
Motorcycle	1%	1%
Bicycle	2%	1%
Foot (for example, walking/hiking)	7%	41%
Boat	1%	1%
Other ( <i>specify</i> ): <u>See Appendix C</u>	1%	0%
Other ( <i>specify</i> ): <u>See Appendix C</u>	0%	0%

4. Please tell us how likely you would be to use each transportation option **at this refuge** if it were available in the future. Not all options are currently available at every refuge. (*Circle one number for each option.*)

Transportation options	Not at all Likely	Slightly Likely	Moderately Likely	Very Likely	Extremely Likely
Bus or tram that takes passengers to different points within refuge boundaries (such as the Visitor Center)	53%	12%	16%	13%	6%
Bus or tram that provides a guided tour of the refuge with information about this refuge and its resources	51%	10%	13%	15%	10%
Refuge-sponsored shuttle with a dedicated stop in the local community for picking up people at set times	51%	18%	17%	7%	7%
Public transit system that stops at or near this refuge	63%	18%	9%	7%	4%
Bike-share program that offers bicycles for rent on or near this refuge	66%	15%	8%	7%	4%
Pedestrian paths for access to this refuge from the local community	45%	17%	16%	14%	8%

---

## SECTION 4. Your expenses related to your refuge visit

---

1. Record the amount of money that you and other members of your group spent in the local 50-mile area during your most recent visit to this refuge. Your group would include you and those with whom you shared expenses (for example, family members, traveling companions). *Enter the amount spent or enter 0 (zero) if you did not spend any money in a particular category.*

Categories	Amount spent in the local area/communities & at this refuge (within 50 miles of this refuge)
Hotel, bed & breakfast, cabin, etc.	
Camping fees (for example, tent, RV)	
Restaurants and bars	
Groceries	
Gasoline and oil (for private vehicles, boats, RVs, or other motors)	
Local transportation (for example, public transit, rental car)	See report for summary of visitor expenditures
Guides and tour fees	
Equipment rental (for example, bicycle, canoe, kayak)	
Sporting goods (for example, bait, binoculars)	
Souvenirs/clothing and other retail	
Other (specify) <u>See Appendix C</u>	

---

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

3 number of people sharing expenses

3. As you know, costs of travel such as gasoline, hotels, and public transportation often increase. If your total trip costs were to increase, what is the maximum extra amount you would pay and still visit this refuge? (*Mark the dollar amount that represents your response.*)

<input type="checkbox"/> 9% \$0	<input type="checkbox"/> 11% \$30	<input type="checkbox"/> 16% \$100	<input type="checkbox"/> 4% \$250
<input type="checkbox"/> 6% \$5	<input type="checkbox"/> 3% \$45	<input type="checkbox"/> 1% \$125	<input type="checkbox"/> 3% \$350
<input type="checkbox"/> 10% \$10	<input type="checkbox"/> 3% \$60	<input type="checkbox"/> 3% \$150	<input type="checkbox"/> 11% \$500
<input type="checkbox"/> 10% \$20	<input type="checkbox"/> 0% \$75	<input type="checkbox"/> 4% \$200	<input type="checkbox"/> 5% \$750

## SECTION 5. Your experience at this refuge

1. First rate how important each of the following services, facilities, and opportunities 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 item or you did not experience it on this visit, please rate how important it is to you and then circle NA "Not Applicable" under the satisfaction column.*

Importance <i>Circle one for each item.</i>					Refuge Services, Facilities, and Opportunities	Satisfaction <i>Circle one for each item.</i>					
Not at all Important	Slightly Important	Moderately important	Very Important	Extremely Important		Not at all Satisfied	Slightly Satisfied	Moderately satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
3%	5%	13%	50%	28%	Convenient hours/days of operation for this refuge	2%	5%	15%	42%	36%	NA
8%	11%	32%	36%	13%	Availability of employees or volunteers	1%	3%	14%	44%	37%	NA
6%	6%	20%	46%	22%	Courteous and welcoming employees or volunteers	1%	1%	10%	40%	48%	NA
4%	8%	22%	42%	24%	Signs with rules/regulations for this refuge	0%	3%	14%	46%	37%	NA
3%	6%	27%	44%	21%	Visitor center	0%	2%	14%	45%	39%	NA
2%	2%	17%	42%	37%	Well-maintained restrooms	0%	3%	10%	43%	43%	NA
8%	7%	25%	41%	19%	Recreational structures (decks, blinds, platforms)	0%	3%	14%	43%	40%	NA
4%	8%	32%	32%	23%	Bird-watching opportunities	0%	3%	15%	37%	45%	NA
4%	10%	22%	43%	22%	Opportunities to observe wildlife other than birds	1%	13%	24%	35%	27%	NA
1%	6%	20%	42%	32%	Opportunities to photograph wildlife and scenery	0%	2%	14%	40%	45%	NA
5%	8%	30%	39%	18%	Environmental education opportunities	1%	7%	24%	38%	30%	NA
90%	4%	3%	2%	0%	Hunting opportunities	42%	5%	21%	11%	21%	NA
78%	10%	7%	3%	2%	Fishing opportunities	30%	13%	17%	9%	30%	NA
10%	7%	34%	32%	17%	Trail hiking opportunities	5%	11%	33%	33%	17%	NA
40%	15%	30%	10%	5%	Bicycling opportunities	6%	12%	39%	21%	21%	NA
44%	18%	24%	8%	5%	Water trail opportunities for canoeing or kayaking	11%	21%	32%	14%	21%	NA
52%	21%	18%	5%	5%	Volunteer opportunities	2%	14%	25%	25%	34%	NA
24%	12%	31%	21%	12%	Wilderness experience opportunities	1%	13%	28%	27%	30%	NA

2. If you have comments about the services, facilities, and opportunities at this refuge, please write them here.

See Appendix C

3. How much do you disagree or agree with each statement below? (*Circle one number for each statement.*)

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
I felt welcome during my visit to this refuge.	1%	1%	9%	42%	48%
I felt safe during my visit to this refuge.	0%	0%	3%	33%	64%
Crime <u>is</u> a problem at this refuge.	64%	20%	13%	4%	0%
I feel comfortable being in nature.	0%	0%	3%	36%	61%
I do <u>not</u> like being in nature by myself.	64%	19%	9%	4%	3%
People closest to me enjoy participating in nature-based recreation.	1%	1%	7%	44%	47%
Generally, people who look like me are treated differently when they participate in nature-based recreation.	59%	15%	22%	3%	1%

4. How satisfied are you with the following? (*Circle one number for each statement.*)

	Not at all Satisfied	Slightly Satisfied	Moderately satisfied	Very Satisfied	Extremely Satisfied
The job this refuge is doing of conserving fish, wildlife, and their habitats.	1%	3%	11%	46%	39%
The quality of the overall experience when visiting this refuge.	2%	2%	8%	45%	43%



## SECTION 6. Future visits to this refuge

1. Considering **the primary activity** you participated in during your most recent visit to this refuge, please tell us how the following factors, if they occurred, could affect your future participation in that activity at this refuge. (*Circle one number for each factor.*)

If there was...	My participation in my primary activity would...		
	Decrease	Stay the same	Increase
Less water in lakes, rivers, or streams available for recreation	24%	75%	1%
More acreage open to hunting and fishing	30%	67%	3%
More infrastructure (for example, bathrooms, observation decks)	5%	71%	24%
Recreation equipment available for rent (for example, fishing rods, binoculars, snowshoes)	7%	81%	12%
Less regulations on fishing	19%	79%	2%
Less regulations on hunting	25%	73%	3%
A greater diversity of species	1%	52%	47%
Fewer numbers of a single, preferred species	16%	79%	5%
More people participating in my primary activity	20%	75%	5%
An improvement in the quality of wetlands	2%	74%	23%
An improvement in the quality of wildlife habitat other than wetlands	1%	64%	35%

2. Do you plan to return to this refuge in the next 12 months?

10% Yes      74% No      17% Not sure

3. Which of the following types of programs, if offered, would encourage you to return to this refuge in the future? (*Mark all that apply.*)

47% I do not typically participate in refuge programs

For those that do participate in refuge programs, the % that would be encouraged to return if the following programs were offered:

26% Programs that engage youth	14% Programs that focus on creative pursuits (for example, art, writing, meditation)
36% Programs that focus on family/multiple-generations	11% Programs that support people with accessibility concerns (for example, difficulty walking, in a wheelchair)
53% Programs that teach skills to visitors	7% Other ( <i>specify</i> ) <u>See Appendix C</u>
80% Programs that highlight unique local culture	

---

## SECTION 7. A little about you

---

**\*\* Please tell us a little bit about yourself. Your answers to these questions will help us to know more about who visits national wildlife refuges. Answers will not be linked to any individual taking this survey. \*\***

1. Are you? ☐ 42% Male ☐ 58% Female

2. In what year were you born? 1962 (YYYY)

3. How many years of formal schooling have you had? (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"/> 1%			<input type="checkbox"/> 9%				<input type="checkbox"/> 49%				<input type="checkbox"/> 40%			

4. What race or ethnicity do you consider yourself? (Mark all that apply.)

<input type="checkbox"/> 90% White	<input type="checkbox"/> 1% American Indian or Alaska Native
<input type="checkbox"/> 4% Hispanic, Latino, or Spanish	<input type="checkbox"/> 1% Middle Eastern or North African
<input type="checkbox"/> 1% Black or African American	<input type="checkbox"/> 2% Native Hawaiian or Other Pacific Islander
<input type="checkbox"/> 8% Asian	<input type="checkbox"/> 2% Some other race or ethnicity

5. How many people (including yourself) live in your household? 3 persons

6. What was your approximate household income from all sources (before taxes) last year? (Mark only one.)

<input type="checkbox"/> 1% Less than \$10,000	<input type="checkbox"/> 5% \$35,000 - \$49,999	<input type="checkbox"/> 30% \$100,000 - \$149,999
<input type="checkbox"/> 1% \$10,000 - \$24,999	<input type="checkbox"/> 11% \$50,000 - \$74,999	<input type="checkbox"/> 14% \$150,000 - \$199,999
<input type="checkbox"/> 1% \$25,000 - \$34,999	<input type="checkbox"/> 16% \$75,000 - \$99,999	<input type="checkbox"/> 21% \$200,000 or more

7. Which of the following best describes your current employment situation? (Mark only one.)

<input type="checkbox"/> 40% Employed full-time	<input type="checkbox"/> 1% Unemployed	<input type="checkbox"/> 32% Retired
<input type="checkbox"/> 8% Employed part-time	<input type="checkbox"/> 4% Homemaker/caregiver	<input type="checkbox"/> 0% Disabled/unable to work
<input type="checkbox"/> 14% Self-employed	<input type="checkbox"/> 1% Student	<input type="checkbox"/> 0% Other (specify): <u>See Appendix C</u>

**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.**

## Comments?

---

See Appendix C

PAPERWORK REDUCTION ACT STATEMENT: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. The information that we collect in this survey will help us understand visitor satisfaction with and use of national wildlife refuges and to inform management and policy decisions. Your response is voluntary. An agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a valid OMB Control Number. We estimate it will take an average of 25 minutes to complete this survey. You may send comments concerning the burden estimate or any aspect of the survey to the Information Collection Clearance Officer, Fish and Wildlife Service, 4401 North Fairfax Drive, MS 222-ARLSQ, Arlington, VA 22203. OMB CONTROL # 0596-0236 EXPIRATION DATE 11/30/2020

## Appendix C: Open-Ended Survey Responses by Question

### Survey Section 1

Question 1: “Including your most recent visit, which activities did you participate in during the past 12 months at this refuge?”

Special Event	Frequency
Lighthouse tour	1

Other Activity	Frequency
Bus tour of the highlights of Kauai	1
Cruising	1
Just visiting	1
Lighthouse, but was closed	1
National parks	1
Observing natural beauty	1
Sightseeing	5
Snorkeling	1
Surfing	1
Surfing, paddle board, kite boarding	1
Tourist, enjoying the beauty of the area	1
Visited the lighthouse. I didn't know of the refuge.	1
Visiting	1
Visiting lighthouse	11
Watching the view	1

Question 2: “Which of the activities above was the primary purpose of your most recent visit to this refuge?”

Primary Activity	Frequency
Auto tour route/driving	11
Beach activity	2
Bicycling	1
Bird watching	31
Environmental education	1
Exercising	1
Hiking	14
Interpretation	2
Other	5
Photography	31
Sightseeing	19
Visiting the lighthouse	22
Wildlife observation	33

Question 3: “Did you go to a visitor center at this refuge during your most recent visit?”; If Yes, “What did you do there?”

Other Visitor Center Activity	Frequency
Lighthouse tour	1

Question 11: “Which, if any, of the following social media outlets did you use to share your refuge experience with other people?”

Other Social Media Outlets	Frequency
iCloud photo sharing	1
WhatsApp	1

## Survey Section 2

Question 1. “How helpful was each of the following sources to get information about this refuge and its resources?”

Other Information Sources	Frequency
Ship	1
Tour guide	1
We stayed at the Weston hotel; we received a map of the area. This is how we learned of the lighthouse.	1

## Survey Section 4

Question 1: “Record the amount of money that you and other members of your group spent in the local 50-mile area during your most recent visit to this refuge. Your group would include you and those with whom you shared expenses (for example, family members, traveling companions).”

Other Expenses	Frequency
Food, shelter and misc.	1
Misc. coffee, etc.	1
Parking fees	1
We stayed at the Weston in Princeville for 7 nights, Costco travel deal \$3500	1
Week vacation expenses in Hawaii	1



## Survey Section 6

Question 3: “Which of the following types of programs, if offered, would encourage you to return to this refuge in the future?”

Other Programs	Frequency
General environmental education	1
Hiking-related programs	1
Local history programs	2

### Survey Section 3

Question 2: "If you have any comments about transportation-related features at this refuge, please write them here."

#### Comments on Transportation-Related Features at This Refuge (n=27)

Did not need access help but noticed that it was very good for others.

Drove on horribly maintained road. Then walked on a flooded, muddy road to get to refuge.

Excellent park guides and viewing areas.

I was happy to see that the lighthouse was back to its original glory.

It is too small of a refuge to have real transport-related features!

It was nice to have a person directing us to an available parking space.

Main entrance is not safe - needs to be wider.

Make the signs bigger and more legible. More parking spots, and level walking surfaces for those with mobility issues. Great refuge for birds - market more as something to do while in Kauai.

Marked clearly and parking availability.

More parking spaces. I have visited this refuge 3 times over the years - first time it was opened. Only during summer.

Narrow road (one-way traffic) down to viewing area but it wasn't busy, so we were fine. Not enough signage to the refuge! We got lost in the neighborhood.

Nice lighthouse and viewing areas.

Not enough parking.

Our visit was to the Kilauea Point Lighthouse. Flocks of tourists. No way could they let everyone in at one time, so we were allowed in in batches. I have no problem with that. No other way to handle the crowds.

Perhaps if they had a sign at the ticket booth indicating they had a tram available for the handicapped. We didn't realize it until we walked all the way up to the lighthouse.

Satisfactory.

The best it could be in the small, extreme area.

The dirt road to the beach is in bad shape. But if you have it or fix it where 2-wheel vehicles can make it down, you will ruin this area.

The parking lots had guides with walkie talkies. We rented an SUV and the guides expected us to squeeze it into a very small space. We did, but after switching drivers and doing about a 9-point turn. Everyone had to get out of the car before we parked because the doors couldn't open once we were in the spot.

There was a super cheerful parking lot employee/volunteer who was very helpful and welcoming. It was nice to be greeted and directed to efficient parking.

There was no sign to the lighthouse/refuge on Highway 56 coming from Princeville. At least none that we saw. An employee came by in a golf cart and gave us a ride to the lighthouse. Very nice! It's a steep walk.

This was one of the easier locations to find and travel to during our visit to Princeville, Kauai. We live in Glendale, Arizona.

Transportation-related features were not a major factor in our visit to the lighthouse and its surrounding area. It was a pretty straightforward tourist destination place for us, so the only item we noticed was less-than-obvious signage (outside the park) directing visitors to the lighthouse and its parking. Once we found the "major" parking area, we had no more transportation issues.

Very few parking spots at the entrance when the park is full, and you are waiting to be allowed into the main parking area.

We both attended the lighthouse tour. It was very interesting, and we enjoyed it. The only challenge we had is that the guide kept us on the 1st floor for an inordinate amount of time explaining things that he could have easily done outside. It was a very hot day. My wife had to leave before the tour completed and never got to see the top. His introduction was held outside in the shade where it was comfortable. He should have kept us out there longer.

We did not know this was a refuge. No obvious signs. We noticed plates on the ground on the trail and figured it was an area managed by a government entity.

Witnessed a Nene killed by a motorist. Wonder if that is a frequent occurrence and if it is being addressed.

## Survey Section 5

Question 2: "If you have comments about these services, facilities, and opportunities at this refuge, please write them here."

---

### Comments on Services, Facilities, and Opportunities at This Refuge (n=33)

A shade structure would have been nice. We went there to see the lighthouse and there was very little information on it. The photographs on the walls were sun faded and located in places where if someone was sitting and watching a video, you couldn't see it/them.

A very nice gift shop, as well as very nicely maintained grounds.

Didn't see as many birds as last time (2013). Somewhat disappointing.

Everything we wanted was available, but the lighthouse itself had very long waits.

Extremely disappointing visitor center, gift shop did not even have a bottle of water for sale. It was very hot and should have had some sort of fluid available.

Facility is small and price was a little high.

For one-time visiting, it was really good. Would like to visit again, but not likely.

I only ever saw 1 employee.

I was only here for a brief visit and may never be back in the area again.

If there were facilities at the Kilauea Point National Wildlife Refuge, we did not see them.

It's a very small refuge. I would have liked more opportunity to see birds and other animals, but they must also be protected. I felt they were not being protected adequately.

Keeping this refuge, the way it is will help to maintain its pureness. Opening up this road to public with 2-wheel vehicles will ruin this area.

Not worth \$10 fee. Lighthouse should be open for touring.

Our goal at the lighthouse was to go inside. Unfortunately, it is only open 2 days/week. Not our day. Need to inform hotels in area about this limited availability! Some gals from Russia were very disappointed - as were we!

Please indicate more clearly what wildlife, other than birds, are available for observance every month of the year. Advertising what birds/wildlife can be seen would be very attractive to visitors.

Please note that, given the nature of the Kilauea Lighthouse visitor's area, many of the items rated here in this survey are not nearly as relevant, in my opinion, as they would be in a place that I would more closely associate with a "wilderness" type of wildlife refuge location. I remain unaware of any fishing, hunting, kayaking, etc. Opportunities at the lighthouse location. It would not surprise me to learn that the specific nature of this place makes those considerations irrelevant to most, and maybe all visitors.

The limited space on the point to the lighthouse makes it difficult for access by car and parking is limited.

The main reason why we were there was to see the lighthouse/walk up it but they are closed multiple days through the week.

There were plenty of viewing devices to view the birds and scenery. There were beautiful views for great photography.

Tour guides were standing around talking. A group pushed ahead with 10 people and filled the tour. They could have added one, instead they said, "too bad for you."

Very good - hrs. of operation too constrained.

Very nice facilities. Upgrades over the years have been beneficial.

Very nice facility.

Very nice volunteer tour guides.

Very pretty setting. Nice views and spotting of birds. Wonderful overlook. I wonder if there is possible access to lower views or waterfront.

We drove around on the beach side, so we stayed away from the lighthouse area completely and hiked on the rocks.

We enjoyed visiting this facility very much and meeting the lovely Katie who represented Dept. of Interior (?) and was instrumental in having me volunteer to do this survey. She showed us the new lighthouse at Kilauea which looks more like a satellite dish standing next to the original lighthouse and is not recognizable as a lighthouse at all! My only suggestion regarding the refuge would be to trim the vegetation down a little for better visuals just outside the fencing that follows the perimeter.

We just like to be in the area and learn a bit more each time.

We returned to attend a tour of a lighthouse on the refuge, paying admission. The tour was full, and we could not participate. Better information at entrance should be available about events within the refuge.

We saw some unusual birds; it was a pleasure. Overall an awesome experience. We are from Washington and are avid hikers, hunters and visit wildlife refuges around the country. We thought we were just seeing a lighthouse but were pleasantly surprised that we saw much more.

We traveled to this facility on Sunday only to find out it was closed so we made the trip back on Wednesday. Good thing we went back on Wednesday because we found out then that the lighthouse tour was only held on Wednesday and Saturday.

We were disappointed to find out how late the park opened. For birding, the earlier the better.

Wonderful staff. Always a great experience.

## End of Survey

---

### General Comments (n=28)

Aside from the opening time and the too hot lighthouse, it was a very nice experience.

Being in Hawaii, this refuge is a destination that is one part of a busy day, but it's an important part. We've been to Kauai many times and try to visit this refuge each time we come. Very accessible and always glad we visit. Beautiful place with terrific facilities and staff.

Enjoy my visit, but I was there on vacation. Enjoyed my visit but will most likely not go back.

Great refuge and I will visit again in the future, in the next years. I live far away from Hawaii.

Hiking trails were badly eroded in places.

I came to Hawaii from Germany and it was my first visit to the Hawaiian Islands. I enjoyed my stay very much and above all the Kilauea Point National Wildlife Refuge where I met nene, the beautiful frigate birds, etc., for the very first time. If the flight from Hamburg to Kauai weren't so long and if there was no time difference of 12 hours (!) I would regularly come back.

I only came because it was included on our tour of Kauai but did enjoy the visit especially all the different birds flying around and the beautiful vistas of the ocean.

I would have wished for guided activities. If these were available, I was not aware of them. I think, based on the survey questions, that I was unaware of the activities if they did exist.

It is important to keep this side of Kahili Beach the way it is. Opening up the road to 2-wheel vehicles will ruin this area. People begin to leave trash and use the bathroom anywhere without being respectful to the area. Google maps is sending tourists down this road and that needs to stop due to this road is accessible only for 4x4 vehicles, cars and trucks are getting stuck and abandoned, local community people have dug out these vehicles to an area that a tow truck can access. Opening up a sacred area like this to all public use will ruin this area. To preserve its natural resources is to keep it the way it is.

Just retired. This was a retirement/anniversary trip to Hawaii for my wife and I.

Kilauea is beautiful and refreshing. The birds and the history of the lighthouse are unique. The addition of walking and hiking paths would be very appealing. Coves and terraces where one could sit and reflect would be



appealing. Landscaping and water features could enhance the natural setting. Watching the birds is addictive, hypnotic. Imagining their perspective - the air, the sea, the sun - brings you back to experience it again. Interacting with the nenes adds charm. It is soothing, restorative.

Love this place for its history and wildlife. Thank you for helping preserve it.

Lucked into tour of lighthouse only 1 day per week. More days should be available since tours must be small in number and demand appeared great.

My family and I have a house within 10 miles of the refuge which we use for vacation and it is not our primary residence, so we visit the house maybe twice a year with varying members of the family. I have been coming to Kauai for over 30 years and visit this refuge quite a bit to show guests and family and extended family the views and birds and the various changes that this refuge has gone through!

My husband and I enjoyed our visit. It also helped that it was in Hawaii! Thanks!

My husband and I enjoyed the refuge very much. Any chance of seeing these birds and other wildlife closer up? If the volunteers could point out which birds are flying overhead, that would make our visit more enjoyable. This is very important to us; we were guessing a lot.

Our reason/goal for visiting the Kilauea Lighthouse was for observing the scenery and wildlife and being able to photograph same. We were spending a week as typical tourists, staying in the Princeville area. The lighthouse/refuge location presented a comfortable, easily-accessed location for doing what we came for (once we figured out how to proceed through the outer gate to the main parking location). We found the location quite attractive, and my wife very much enjoyed the photographic opportunities with the local bird varieties. I was unaware before visiting that the area serves as a wildlife refuge but am gratified to learn that it is. I have made a number of fairly ambitious and extended forays into wilderness areas (mountainous, backpacking-accessible only, strenuous climbing, etc.), and very much enjoy being in "natural" areas, particularly if they are visually and/or historically notable. Given that, I must say that our reason for visiting the lighthouse and its environment had little to do with the refuge-status of the place, a status we learned of only after being at the site.

Purchased a time-share on Kauai in 1980. On my many trips, this is always one that I visit.

Since I live in SE Utah, I am surrounded by public lands. They are the reason I moved here 45 years ago. The bird refuge I have spent the most time at are bear river which is incredible - well managed and well protected for wildlife, fish springs - wonderful in its remoteness and critical in its location. Bosque del apache, and Sacramento. Thank you for protecting and managing all of the refuges you do. [Name].

Thanks for asking my opinion and good luck with your project.

The lighthouse tour was very informative and enjoyable!

The lighthouse volunteer presenter was delightful and interesting.

Visiting and enjoying sights and wildlife sounds - views of Kilauea Point Refuge was part of a first time visit and tour of the Kauai island. Both myself and wife found this refuge more awesome than we had anticipated.

We have had many great experiences, varied each time, at the Kilauea Lighthouse. It is always a stop on our drive around the island.

We visited this refuge on a vacation to Hawaii. Some of the questions (mainly the ones pertaining to visiting within the last/next 12 months) do not apply to me.

We were on vacation. We probably won't make it back to Hawaii in our lifetime. We thoroughly enjoyed our time there.

While visiting Hawaii, we visited the bird refuge after reading about it on the internet. We appreciated it but did not attend a group visit (though we did hear a bit from the volunteer who gave information about the history of the lighthouse and the guide seemed interesting). We went to the visitor center and bought books we were looking for (one on fishes we could see while snorkeling and one on the history/culture of Hawaii). We were very happy with our purchase since there are so few libraries on Kauai Island!

Wish more lighthouse tours were offered other than just on Wednesday and Saturday.