



**Ipsos Reid**

Report for:  
PARKS CANADA

## **2007-2008 Nahanni NPR Visitor Survey REPORT**

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## EXECUTIVE SUMMARY

Parks Canada commissioned Ipsos Reid to conduct an online survey with visitors at Nahanni National Park Reserve (NPR). A total of 444 park visitors were sent the survey invitation and 167 visitors completed the online survey between February 11 and March 5, 2008. This resulted in an overall response rate of 38%, which is slightly higher than the typical response rates for client satisfaction surveys conducted by Ipsos Reid.

A sample size of 167 respondents is considered accurate within  $\pm 6.8\%$ , 19 times out of 20. Note that this margin of error takes into account the total population of 883 park visitors.

### *Trip Characteristics and Satisfaction*

- ◆ **Visitor Type:** Consistent with past results, most respondents (87%) were first-time visitors, with the majority (86%) being *overnight visitors*. Among overnight visitors, six-in-ten (61%) travelled to Nahanni NPR on a *guided trip*, while the remaining 39% were on a *private trip*.
- ◆ **Overall Satisfaction:** Park visitors remain extremely satisfied with their most recent visit to Nahanni NPR, with 95% awarding a *satisfied* response (79% *very satisfied*; 16% *somewhat satisfied*). The mean satisfaction score stands at an exceptional 4.7 on the 5-point scale.
- ◆ **Satisfaction with Trip Aspects:** Park visitors also award very strong scores for the *trip meeting their expectations* and *Nahanni NPR staff overall*. For both measures, 96% award a satisfied response, which translates to mean scores of 4.8 on the 5-point scale. More than nine-in-ten (93%) also report being satisfied with the *condition of park facilities* (mean score of 4.6).

### *Interpretive Programs at Nahanni NPR*

- ◆ **Attendance:** All visitors were asked about the interpretation programs that they attended during their most recent visit to Nahanni NPR. All **day visitors** surveyed (100%) report going on the *Virginia Falls Guided Hike*. By comparison, at least one-half of **overnight visitors** participated in the *Rabbitkettle Guided Hike* (52%), *Virginia Falls Guided Hike* (50%), and *Virginia Falls Campfire Program led by uniformed Parks Canada staff* (50%). A total of 46% of overnight visitors attended the *Virginia Falls Campfire Program led by a community cultural demonstrator*.
- ◆ **Awareness of Interpretive Programs:** More than four-in-ten (42%) park visitors were aware that Nahanni NPR offered interpretive programs before their arrival at the park. The most common sources of awareness were *outfitting/guiding company* (40%), *newspaper, magazine, guidebook or map* (34%) and the *Nahanni NPR website* (32%). After arriving at the park, close to half became aware of the interpretive programs *during registration or orientation with park staff* (49%) or from *an outfitting/guiding company* (48%).

- ◆ **Expectations of Interpretive Programs:** Overall, 84% of visitors report that the interpretive programs offered by Nahanni NPR *met* their expectations. A further 14% felt the programs *somewhat met* their expectations, while only 1% said that their expectations were *not met*.
- ◆ **Impressions of Interpretive Programs:** Among those who attended an interpretive program at Nahanni NPR, 84% agreed that the programs were *authentic*, while 82% felt that they were *memorable*. Park visitors are somewhat less likely to agree that the programs were *innovative* (62%).
- ◆ **Importance of Interpretive Programs:** When asked to evaluate the importance of Nahanni NPR's interpretive programs to visitors' overall experience, 56% of those surveyed feel that the interpretive programs are *important*, while 19% feel they are *not important*. This translates to a moderate mean score of 3.6 on the 5-point scale.
- ◆ **Impact of Interpretive Programs:** For each interpretive program that visitors participated in, respondents were asked to indicate how much of an impact the program had on increasing their knowledge of and respect for certain aspects of the Nahanni NPR experience.
  - Participants of the **Rabbitkettle Guided Hike** were most likely to feel that the program had the greatest impact on both increasing their knowledge and respect for the *park's natural features* (93% and 91% respectively).
  - Among those who participated in the **Virginia Falls Guided Hike**, visitors were most likely to feel that the program increased their knowledge and respect for the park's *natural features* (80% and 77% respectively) as well as the *significance of Nahanni NPR area to local Aboriginal people* (74% and 66% respectively).
  - Participants of the **Virginia Falls Campfire Program led by both Parks Canada staff and community cultural demonstrators** agreed that the program had the greatest impact on increasing their knowledge and respect of the *significance of the park to local Aboriginal people and Nahanni NPR's cultural features*.
- ◆ **Most Important Messages:** For each interpretive program that visitors participated in, respondents were asked to indicate the most important messages learned.
  - Participants of the **Rabbitkettle Guided Hike** consider the program's most important messages to be learning about the *Tufa mounds* (38%) and *facts on bears* (26%). The most important messages learned from the **Virginia Falls Guided Hike** were *protection/respect for the land* (16%) and *learning about the falls* (15%).
  - For the **Virginia Falls Campfire Program led by both Parks Canada staff and community cultural demonstrators**, the two most important messages were the *history and Aboriginal lifestyle/culture*.

- ◆ **Presentation of Aboriginal Culture:** The local Aboriginal culture was more likely to be presented at the *Virginia Falls Campfire Program led by both community cultural demonstrators (97%)* and *Parks Canada staff (92%)* than at the *Rabbitkettle Guided Hike (78%)* or *Virginia Falls Guided Hike (75%)*. Overall, most park visitors (72%) feel that having Aboriginal culture interpretation is important to their overall park experience, with a mean importance score of 4.0 on the 5-point scale.
- ◆ **Most Enjoyable Aspects and Suggestions for Improvement:** Among those who attended interpretive programs at Nahanni NPR, 70% have also attended interpretive programs at other locations. Respondents feel that the most enjoyable aspect of Aboriginal interpretive programs in general is *learning about the cultural aspects (41%)*. In terms of suggestions for improving the interpretive programs specifically at Nahanni NPR, there was no one overwhelming issue identified by respondents. The two most common suggestions were *more interaction/hands on (12%)* and *more knowledgeable staff (9%)*.

### **Visitor Use Patterns and Activities**

- ◆ All respondents who indicated they were overnight visitors were provided with an interactive map of Nahanni NPR and asked to indicate where they camped, hiked, saw bears and experienced paddling incidents. Note that each location was coded into a specific region and therefore, location names typically encompass a larger area.
  - **Camping:** Almost all visitors (97%) reported having camped somewhere in the park during their visit, with the most popular camping locations being *Virginia Falls (79%)* and *The Gate (60%)*.
  - **Hiking:** The majority of visitors to Nahanni NPR also went hiking (83%). The two most popular hiking locations indicated by respondents were *The Gate (38%)* and *Sunblood Mountain (34%)*.
  - **Bear Sighting:** Among the four-in-ten visitors (40%) who noted a bear sighting, the most common locations for near sighting were *The Splits (5%)*, *Flat River Confluence (3%)*, *Mary River (3%)* and *Oxbow Lake (3%)*. On the whole, the number of bear sightings is down from 2006 when 51% of visitors indicated a bear sighting.
  - **Paddling Incident:** Nearly one-quarter (23%) of respondents indicated a paddling incident, which is up six percentage points from 2006. *Wrigley Creek* is still the most frequently mentioned location for paddling incidents at 5%.
  - **Interactive Map Technology:** All park visitors surveyed were asked to provide comments about the use of the interactive map technology to capture information about their trip. Common positive comments were that it was a *good/excellent idea (14%)*, it was *liked/useful (7%)*, and a *great way to capture information (5%)*. However, 10% felt the survey *should be completed immediately after the trip as it is hard to remember the details*, while 8% felt the map was *not user friendly enough* and 5% thought it *lacked accuracy/detail*.

### *Suggestions for Improvement*

- ◆ **Overall Positive Feedback:** All survey respondents were also given the opportunity to provide final comments and/or suggestions for improvement. More than four-in-ten visitors (42%) provided positive comments about their trip, with 29% mentioning they had an *excellent/good experience* and 13% citing that *park staff/rangers were knowledgeable/helpful*.
- ◆ **Recommendations:** The most popular suggestions for improvement were *improve toilet facilities* (11%), *preserve wildlife/nature/watershed* (7%), and *regulate the number of visitors* (6%). It is important to note that almost four-in-ten (37%) visitors did not provide any feedback.

## RAPPORT SOMMAIRE

Parcs Canada a confié à Ipsos Reid le mandat de mener un sondage en ligne auprès des visiteurs de la réserve de parc national (RPN) du Canada Nahanni. Au total, 444 visiteurs ont reçu une invitation à participer au sondage, et 167 y ont répondu en ligne entre le 11 février et le 5 mars 2008. Le taux de participation global est donc de 38 %, un résultat légèrement supérieur aux taux de réponse usuels pour les sondages sur la satisfaction de la clientèle menés par Ipsos Reid.

Avec un échantillonnage de 167 répondants, les résultats comportent une marge d'erreur de  $\pm 6,8$  %, 19 fois sur 20. Il faut toutefois noter que cette marge d'erreur tient compte de l'ensemble des 883 visiteurs du parc.

### *Caractéristiques et satisfaction des visites*

- ◆ **Type de visiteur :** La plupart des répondants (87 %) sont des nouveaux visiteurs, et la majorité (86 %), des *visiteurs d'une nuit ou plus*. Ces résultats sont similaires à ceux observés dans le passé. Parmi les visiteurs d'une nuit ou plus, six sur dix (61 %) se sont rendus à la RPN Nahanni dans le cadre d'une *visite guidée*, tandis que les autres 39 % s'y sont rendus dans le cadre d'une *visite privée*.
- ◆ **Satisfaction globale :** Les visiteurs du parc demeurent extrêmement satisfaits de leur plus récente visite à la RPN Nahanni. En fait, 95 % se disent *satisfaits* (79 % *très satisfaits*; 16 % *plutôt satisfaits*). On enregistre une cote de satisfaction moyenne exceptionnelle de 4,7 sur une échelle de 5 points.
- ◆ **Satisfaction à l'égard de divers aspects de la visite :** Les visiteurs du parc accordent aussi des cotes très élevées *au fait que la visite a répondu à leurs attentes* et au *personnel de la RPN Nahanni dans l'ensemble*. Dans les deux cas, 96 % des visiteurs se disent satisfaits, ce qui correspond à une cote moyenne de 4,8 sur l'échelle de 5 points. Plus de neuf répondants sur dix (93 %) se disent aussi satisfaits de *l'état des installations du parc* (cote moyenne de 4,6).

### *Activités d'interprétation de la RPN Nahanni*

- ◆ **Participation :** On a posé à tous les visiteurs des questions sur les activités d'interprétation auxquelles ils ont pris part lors de leur plus récente visite à la RPN Nahanni. Tous les **visiteurs d'un jour** (100 %) sondés ont fait la *randonnée guidée à la chute Virginia*. À titre comparatif, au moins la moitié des **visiteurs d'une nuit ou plus** ont pris part à la *randonnée guidée à la rivière Rabbitkettle* (52 %), à la *randonnée guidée à la chute Virginia* (50 %) et au *programme de feu de camp à la chute Virginia dirigé par du personnel de Parcs Canada en uniforme* (50 %). Par ailleurs, 46 % des visiteurs d'une nuit ou plus ont participé au *programme de feu de camp à la chute Virginia dirigé par un guide culturel de la communauté*.

- ◆ **Connaissance des activités d'interprétation :** Plus de quatre visiteurs sur dix (42 %) savaient, avant d'arriver au parc, que la RPN Nahanni offrait des activités d'interprétation. Les sources les plus courantes auprès desquelles les répondants ont découvert les activités sont les *pourvoyeurs/entreprises de guides* (40 %), les *journaux, magazines, guides ou cartes* (34 %) et le *site Web de la RPN Nahanni* (32 %). Après leur arrivée au parc, près de la moitié des visiteurs ont découvert les activités d'interprétation *au moment d'entrer ou d'obtenir les indications auprès du personnel du parc* (49 %) ou par l'entremise *d'un pourvoyeur/d'une entreprise de guides* (48 %).
- ◆ **Attentes à l'égard des activités d'interprétation :** Dans l'ensemble, 84 % des visiteurs indiquent que les activités d'interprétation offertes par la RPN Nahanni *ont répondu* à leurs attentes. Par ailleurs, une proportion de 14 % estime que les activités ont *plus ou moins* répondu à leurs attentes, et seulement 1 % des visiteurs disent qu'elles *n'y ont pas répondu*.
- ◆ **Impressions des activités d'interprétation :** Parmi les répondants qui ont pris part à une activité d'interprétation à la RPN Nahanni, 84 % sont d'accord pour dire que les activités étaient *authentiques*, tandis que 82 % estiment qu'elles étaient *mémorables*. Par contre, les visiteurs du parc ont moins tendance à être d'accord pour dire qu'elles étaient *novatrices* (62 %).
- ◆ **Importance des activités d'interprétation :** Lorsqu'on demande aux répondants d'évaluer l'importance des activités d'interprétation de la RPN Nahanni par rapport à leur expérience dans l'ensemble, 56 % d'entre eux estiment qu'elles sont *importantes*, tandis que 19 % jugent qu'elles *ne le sont pas*. Ces résultats représentent une cote moyenne de 3,6 sur l'échelle de 5 points.
- ◆ **Incidence des activités d'interprétation :** On a demandé aux visiteurs d'indiquer, pour chaque activité d'interprétation à laquelle ils ont pris part, dans quelle mesure l'activité a contribué à améliorer leurs connaissances et à accroître leur respect pour certains aspects de la RPN Nahanni.
  - Les participants à la **randonnée guidée à la rivière Rabbitkettle** ont le plus tendance à juger que l'activité a eu la plus grande incidence tant pour améliorer leurs connaissances que pour accroître leur respect pour les *caractéristiques naturelles du parc* (93 % et 91 % respectivement).
  - Les répondants qui ont pris part à la **randonnée guidée à la chute Virginia** sont ceux qui ont le plus tendance à juger que l'activité leur a permis d'améliorer leurs connaissances et d'accroître leur respect pour les *caractéristiques naturelles du parc* (80 % et 77 % respectivement) et pour la *signification de la RPN Nahanni pour les Autochtones de la région* (74 % et 66 % respectivement).



- Les participants au **programme de feu de camp à la chute Virginia dirigé par du personnel de Parcs Canada** et à celui dirigé **par un guide culturel de la communauté** sont d'accord pour dire que l'activité a eu la plus grande incidence pour améliorer leurs connaissances et accroître leur respect pour la *signification de la RPN Nahanni pour les Autochtones de la région* et pour les *caractéristiques culturelles de la RPN Nahanni*.
- ◆ **Messages les plus importants :** On a demandé aux visiteurs d'indiquer les messages les plus importants qu'ils ont retenus de chaque activité d'interprétation à laquelle ils ont pris part.
  - Les participants à la **randonnée guidée à la rivière Rabbitkettle** considèrent que les messages les plus importants de l'activité sont d'en apprendre davantage sur les *amoncellements de tuf calcaire* (38 %) et sur *les ours* (26 %). Les messages les plus importants retenus de la **randonnée guidée à la chute Virginia** sont la *protection/le respect des terres* (16 %) et *en apprendre davantage sur la chute* (15 %).
  - Pour ce qui est du **programme de feu de camp à la chute Virginia dirigé par du personnel de Parcs Canada** et de celui **dirigé par un guide culturel de la communauté**, les deux messages les plus importants sont *l'histoire* et *le mode de vie/la culture autochtones*.
- ◆ **Présentation de la culture autochtone :** On a plus tendance à présenter la culture autochtone locale au *programme de feu de camp à la chute Virginia dirigé par un guide culturel de la communauté* (97 %) et à celui dirigé *par du personnel de Parcs Canada* (92 %) que lors de la *randonnée guidée à la rivière Rabbitkettle* (78 %) ou de la *randonnée guidée à la chute Virginia* (75 %). Dans l'ensemble, la plupart des visiteurs (72 %) estiment que l'interprétation de la culture autochtone est importante dans leur expérience du parc en général, avec une cote moyenne d'importance de 4,0 sur l'échelle de 5 points.
- ◆ **Ce que les visiteurs ont aimé le plus et suggestions d'amélioration :** Parmi ceux qui ont pris part à des activités d'interprétation à la RPN Nahanni, 70 % ont aussi participé à d'autres activités d'interprétation ailleurs. Les répondants sont d'avis que l'aspect le plus intéressant des activités d'interprétation autochtone en général, c'est *d'en apprendre davantage sur les aspects culturels* (41 %). Au chapitre des suggestions en vue d'améliorer les activités d'interprétation à la RPN Nahanni en particulier, celles qui sont formulées ne font ressortir aucun thème précis. Les deux suggestions qui reviennent le plus souvent sont *d'avantage d'interaction/d'expérience pratique* (12 %) et *du personnel qui s'y connaît mieux* (9 %).

### ***Habitudes d'utilisation des visiteurs et activités***

- ◆ On a fourni à tous les répondants qui ont indiqué avoir passé une nuit ou plus dans le parc une carte interactive de la RPN Nahanni sur laquelle ils devaient indiquer les endroits où ils ont campé, fait de la randonnée et aperçu des ours, ainsi que les incidents de canotage qu'ils ont vécus. Il est à noter que chaque endroit a été codé dans une région précise et que, par conséquent, les noms des endroits couvrent généralement une zone plus vaste.

- **Camping** : Presque tous les visiteurs (97 %) ont fait du camping dans le parc lors de leur visite, les endroits les plus populaires étant la *chute Virginia* (79 %) et *The Gate* (60 %).
- **Randonnée** : La majorité des visiteurs à la RPN Nahanni ont aussi fait des randonnées pédestres (83 %). Les résultats montrent que les deux endroits de randonnée les plus populaires sont *The Gate* (38 %) et le *mont Sunblood* (34 %).
- **Observation d'ours** : Quatre visiteurs sur dix (40 %) ont aperçu un ours, et les endroits les plus courants pour en voir de près sont *The Splits* (5 %), le *confluent de la rivière Flat* (3 %), la *rivière Mary* (3 %) et le *lac Oxbow* (3 %). Dans l'ensemble, la fréquence à laquelle des ours ont été aperçus a diminué par rapport à 2006, alors que 51 % des visiteurs indiquaient en avoir vu.
- **Incident de canotage** : Près du quart (23 %) des répondants indiquent avoir eu un incident de canotage, une hausse de six points de pourcentage par rapport à 2006. *Le ruisseau Wrigley* demeure l'endroit le plus souvent mentionné pour les incidents de canotage; il est cité par 5 % des répondants.
- **Technologie de la carte interactive** : On a demandé à tous les visiteurs sondés de nous faire part de leurs commentaires sur l'utilisation de la carte interactive pour recueillir des renseignements sur leur visite. Au nombre des commentaires positifs souvent formulés, mentionnons que c'est une *bonne/excellente idée* (14 %), que c'est *agréable/utile* (7 %) et que c'est *une excellente façon de recueillir des renseignements* (5 %). Cependant, 10 % des répondants estiment que le sondage *devrait être rempli immédiatement après la visite puisqu'il est difficile de se souvenir des détails*, tandis que 8 % sont d'avis que la carte n'était pas *suffisamment conviviale*, et 5 % trouvent qu'elle *manque de précision, de détail*.

### **Suggestions d'améliorations**

- ◆ **Commentaire positif dans l'ensemble** : Tous les répondants ont eu l'occasion, à la fin du sondage, de formuler des commentaires et/ou des suggestions d'amélioration. Plus de quatre visiteurs sur dix (42 %) ont formulé des commentaires positifs sur leur visite, dont 29 % mentionnent avoir vécu une *excellente/bonne expérience* et 13 % indiquent que *le personnel du parc/les patrouilleurs s'y connaissaient/les ont aidés*.
- ◆ **Recommandations** : Les suggestions d'amélioration les plus populaires sont *améliorer les toilettes* (11 %), *protéger la faune/la nature/les lignes de partage des eaux* (7 %) et *réglementer le nombre de visiteurs* (6 %). Il est important de noter que près de quatre visiteurs sur dix (37 %) n'ont formulé aucun commentaire.

## BACKGROUND AND OBJECTIVES

In 2008, Parks Canada commissioned Ipsos Reid to conduct research with visitors at Nahanni National Park Reserve (NPR).

### *Research Objectives*

The key objectives of the study were to:

- ◆ Develop a profile of park visitors and identify their patterns of use on the landscape;
- ◆ Understand visitor motivations and satisfaction with park services;
- ◆ Collect data that can be used to refine the economic impact assessment and the human use simulation modeling project;
- ◆ Compare 2007 results with 2006 and 1986 findings, where appropriate; and
- ◆ Predict the levels of visitor use and behaviours for key nodes within the park.

### *Methodology*

The online survey methodology was used to gather feedback from Nahanni NPR visitors. Close to 900 visitors attended Nahanni NPR in 2007. Some of these park visitors had previously completed a consent form that would allow Ipsos Reid to contact them via email on behalf of Parks Canada. Ipsos Reid sent the email invitation along with a unique survey link to those who had provided consent to participate in online research.

As Ipsos Reid is bound by the survey research code of ethics and standards, those who had not provided consent to be contacted via email were initially contacted via telephone. Visitors were provided with an explanation of the purpose of the survey and asked if they would be willing to participate. Those who agreed to participate were sent an email invitation with a unique link to the survey. All respondents were given the choice of completing the survey in English or French.

Parks Canada also emailed survey invitations to visitors who Ipsos Reid was unable to contact via telephone (e.g., no answer, not-in-service) and those who only provided an email address. Once again, a unique survey link was sent to each visitor, with the option of completing the survey in English or French.

As an incentive to participate, those who completed the survey were entered into a draw to win one of five cash draw prizes of \$100 each. To help increase response rates, all non-respondents were sent three follow-up emails as a reminder to complete the survey.

### *Sample Size and Response Rate*

Among the 444 park visitors who were emailed a survey invitation, 167 visitors completed the online survey between February 11, 2008 and March 5, 2008. This translates to an overall response rate of 38%, which is slightly higher than the typical response rates for client satisfaction surveys conducted by Ipsos Reid.

A sample size of 167 respondents is considered accurate within  $\pm 6.8\%$ , 19 times out of 20. Note that this margin of error takes into account the total population of 883 park visitors.

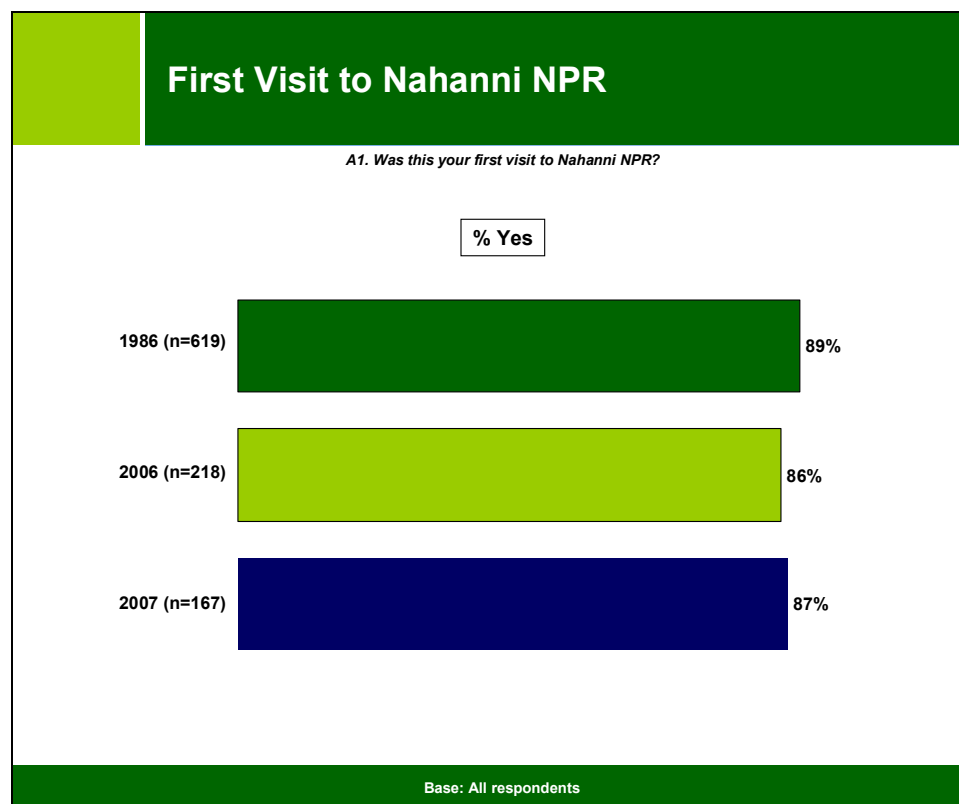
	Total
<b>Total number of Nahanni NPR visitors in 2007</b>	<b>883</b>
<b>Number of email invitations sent</b>	<b>444</b>
<b>Surveys completed</b>	<b>167</b>
<b>Response rate</b>	<b>38%</b>
<b>Overall margin of error (95% confidence level)</b>	<b>+/- 6.8%</b>

## DETAILED FINDINGS

### *Trip Characteristics*

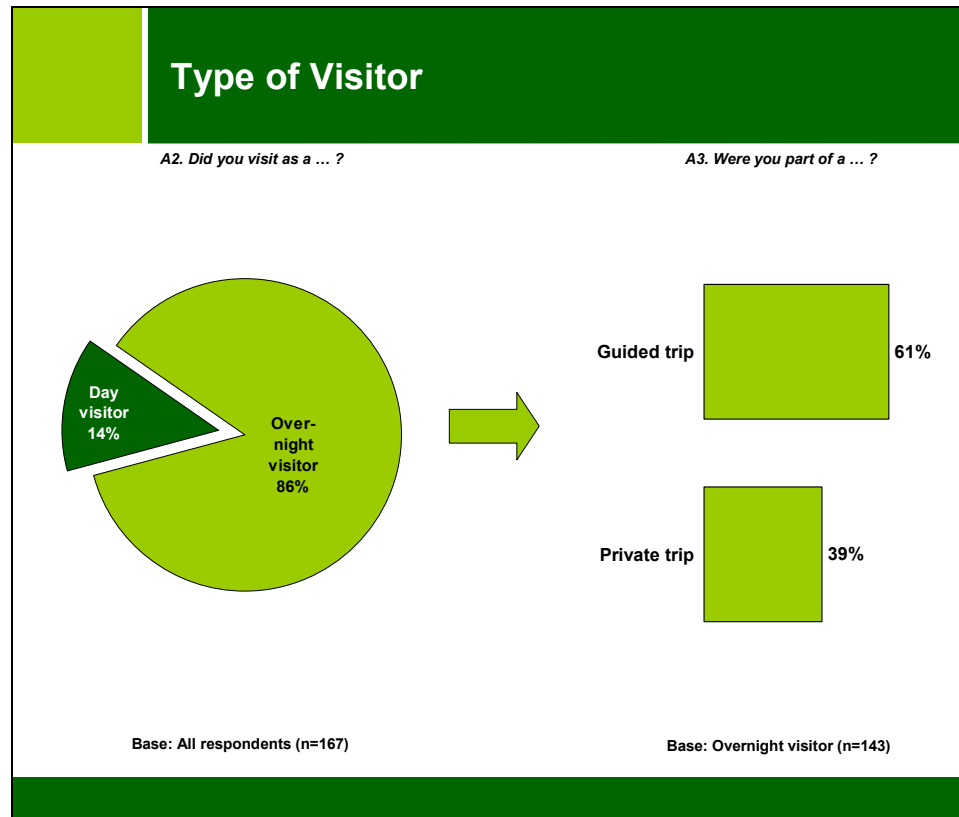
#### *Previous Visit to Nahanni NPR*

The vast majority of overnight river users (87%) had never been to Nahanni NPR before, which is consistent with 2006 results.



### Visitor Type

- ◆ As illustrated, 86% of respondents were *overnight visitors*, while 14% were *day users*.
- ◆ Among overnight visitors, six-in-ten (61%) travelled to Nahanni NPR on a *guided trip*, while the remaining 39% were on a *private trip*.

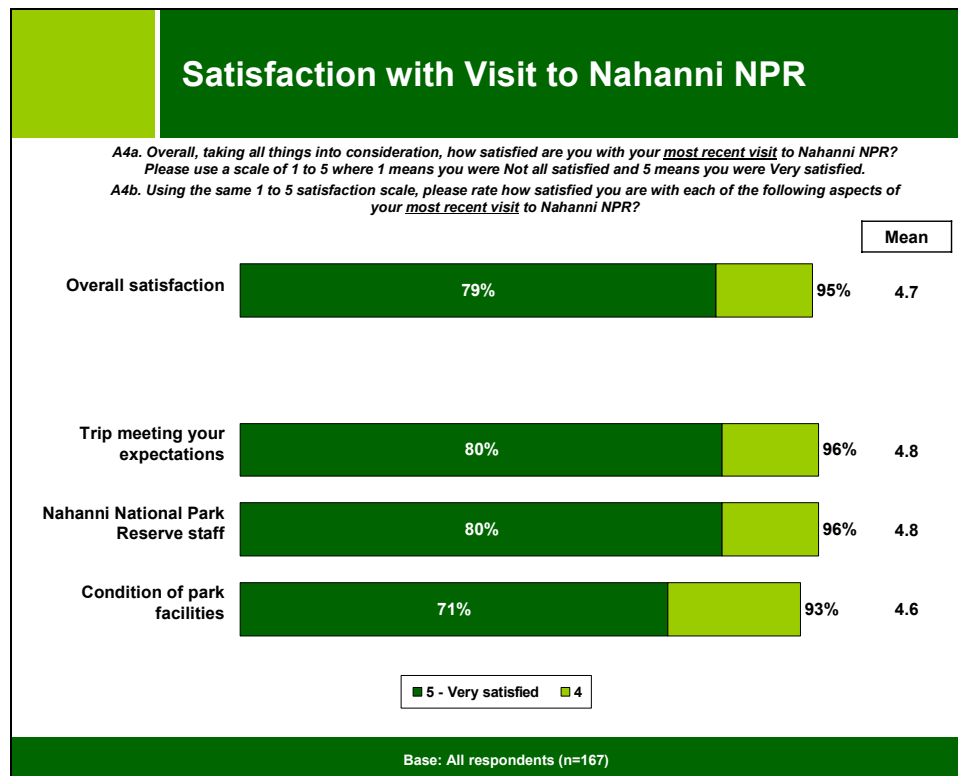


## Trip Satisfaction

### Overall Satisfaction

All respondents were asked to indicate their overall satisfaction as well as their satisfaction with specific aspects of their most recent trip to Nahanni NPR.

- ◆ Overall, Nahanni NPR visitors are extremely satisfied with their most recent visit, with 95% saying they are satisfied (79% *very satisfied*; 16% *somewhat satisfied*). The mean score stands at a very strong 4.7 on the 5- point satisfaction scale. When the results are analyzed by the demographic variables, no significant differences were found.
- ◆ Park visitors also award very high scores for the *trip meeting their expectations* and *Nahanni NPR staff overall*. For both measures, 96% award a satisfied rating, which translates to exceptional mean scores of 4.8 on the 5-point scale.
- ◆ When considering the *condition of park facilities*, visitors award a strong mean score of 4.6, with 93% saying they are satisfied.



- ◆ As indicated, satisfaction with Nahanni NPR remains generally consistent with last year's results.

<b>Satisfaction with Visit to Nahanni NPR</b>		
<p>A4a. Overall, taking all things into consideration, how satisfied are you with your <u>most recent visit</u> to Nahanni NPR? Please use a scale of 1 to 5 where 1 means you were Not all satisfied and 5 means you were Very satisfied.</p> <p>A4b. Using the same 1 to 5 satisfaction scale, please rate how satisfied you are with each of the following aspects of your <u>most recent visit</u> to Nahanni NPR?</p>		
<b>% Satisfied</b>	<b>2006</b>	<b>2007</b>
Base: All respondents	(n=218)	(n=167)
<b>Overall</b>	<b>97%</b>	<b>95%</b>
<b>Trip meeting your expectations</b>	<b>94%</b>	<b>96%</b>
<b>Nahanni National Park Reserve staff</b>	<b>N/A</b>	<b>96%</b>
<b>Condition of park facilities</b>	<b>94%</b>	<b>93%</b>
Base: All respondents (n=167)		

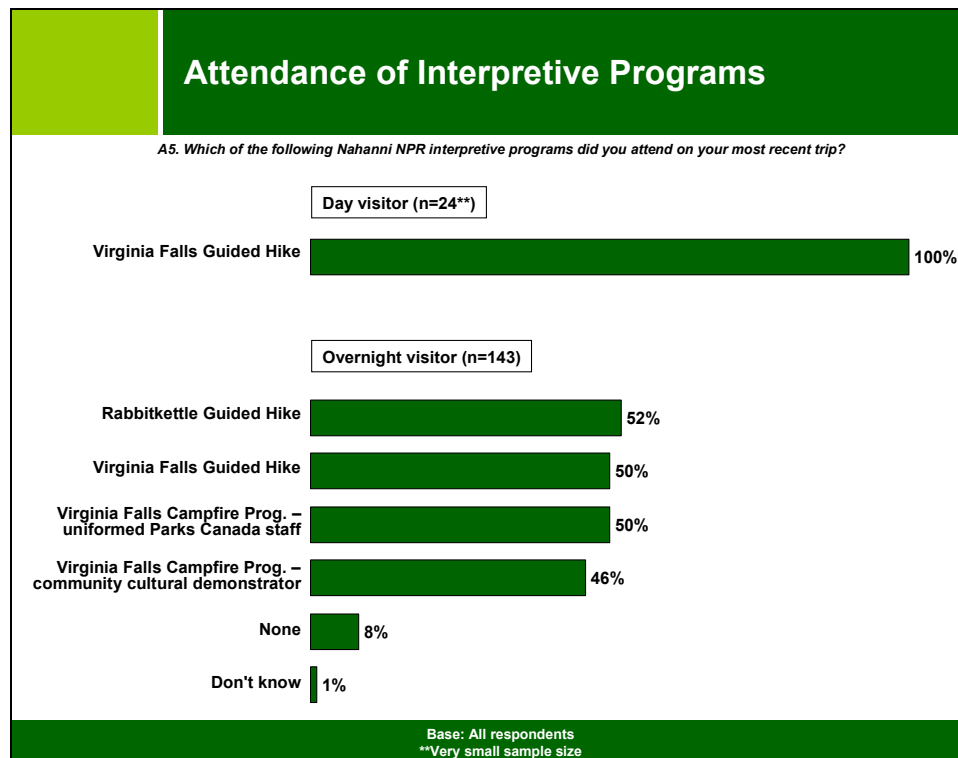


## Interpretive Programs at Nahanni NPR

### Attendance of Interpretive Programs

All visitors were asked about the interpretation programs that they attended during their most recent visit to Nahanni NPR.

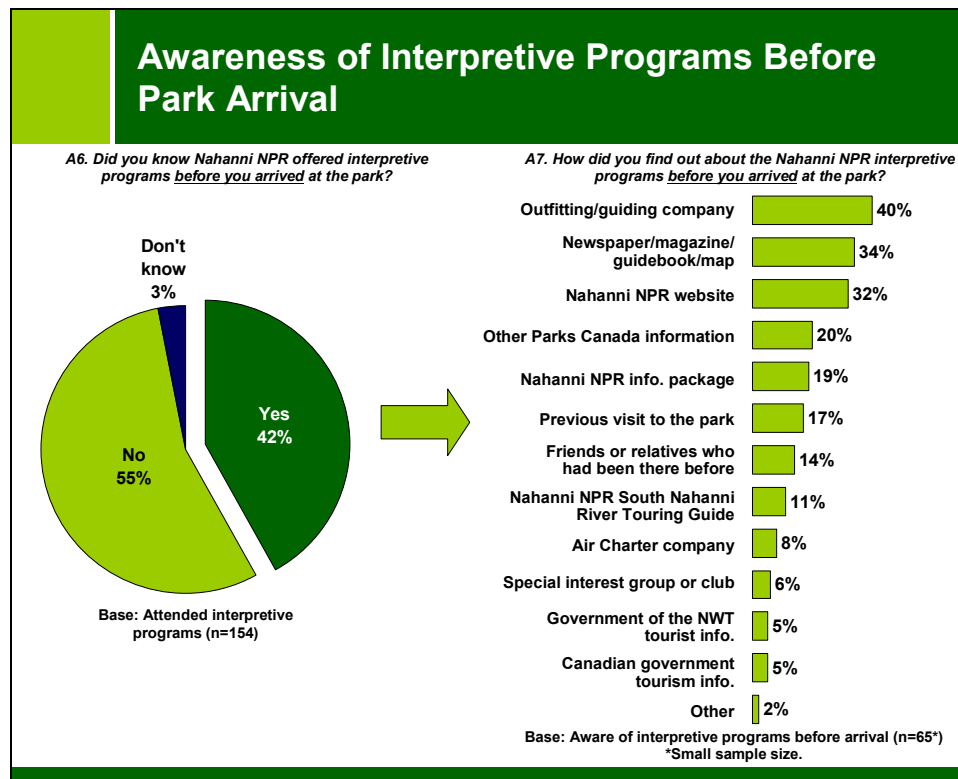
- ◆ Among **day visitors**, 100% went on the *Virginia Falls Guided Hike*.
- ◆ Among **overnight visitors**, approximately half participated in the *Rabbitkettle Guided Hike* (52%), *Virginia Falls Guided Hike* (50%) and the *Virginia Falls Campfire Program led by Uniformed Parks Canada staff* (50%). A slightly lower percentage of overnight visitors attended the *Virginia Falls Campfire Program led by a community cultural demonstrator* (46%).
- ◆ Younger visitors aged 18-34 are significantly more likely to attend the *Virginia Falls Campfire Program led by Uniformed Parks Canada staff* (54% vs. 44% among those aged 35-54 and 34% among 55+). However, males are significantly more likely to participate in the *Virginia Falls Campfire Program led by a community cultural demonstrator* (47% vs. 28% among females).



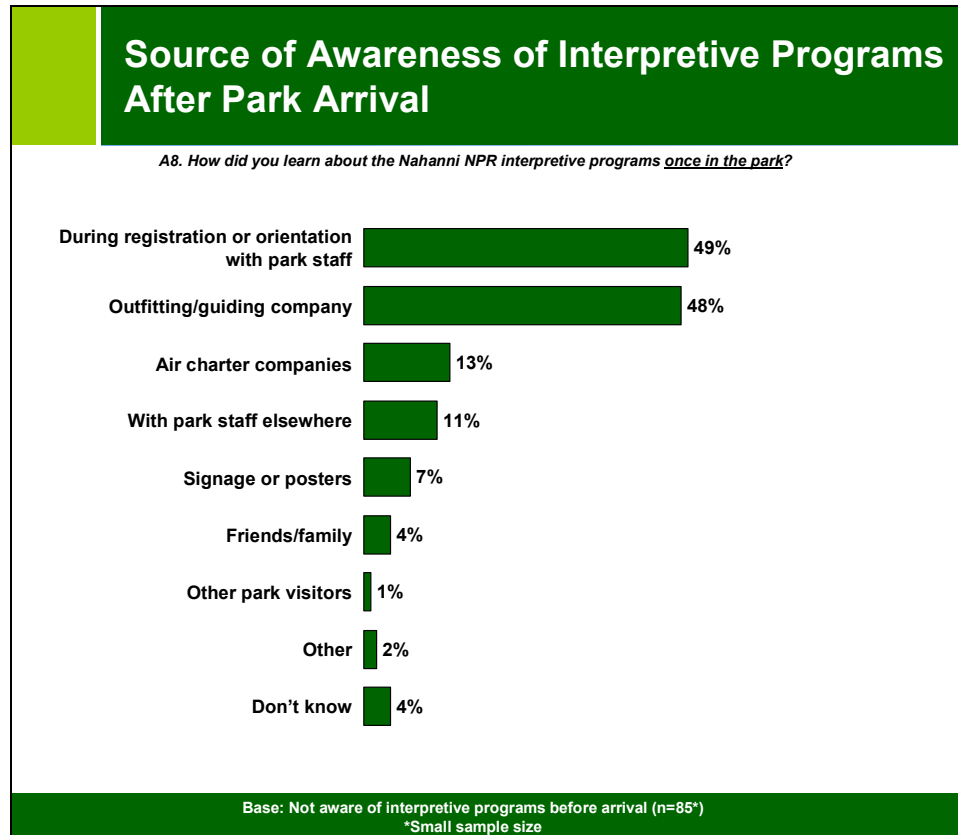
### *Awareness of Interpretive Programs Before Arrival*

Slightly more than four-in-ten (42%) park visitors were aware that Nahanni NPR offered interpretive programs before their arrival at the park.

- ◆ Among those who were aware of the interpretive programs before arriving at Nahanni NPR, the most popular sources of awareness were *outfitting/guiding company* (40%), *newspaper, magazine, guidebook or map* (34%) and *Nahanni NPR website* (32%).

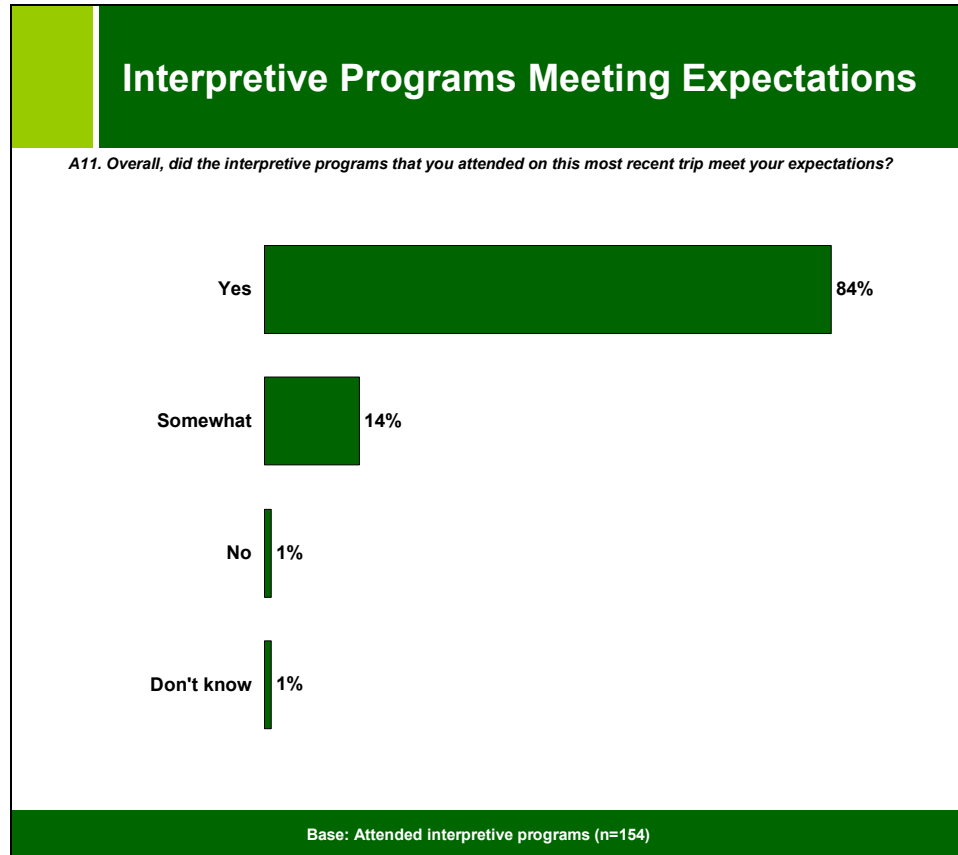


Among those who did not know about the interpretive programs before arriving at the park, the most common sources of awareness after arriving were *registration or orientation with park staff* (49%) and an *outfitting/guiding company* (48%).



### Expectations of Interpretive Programs

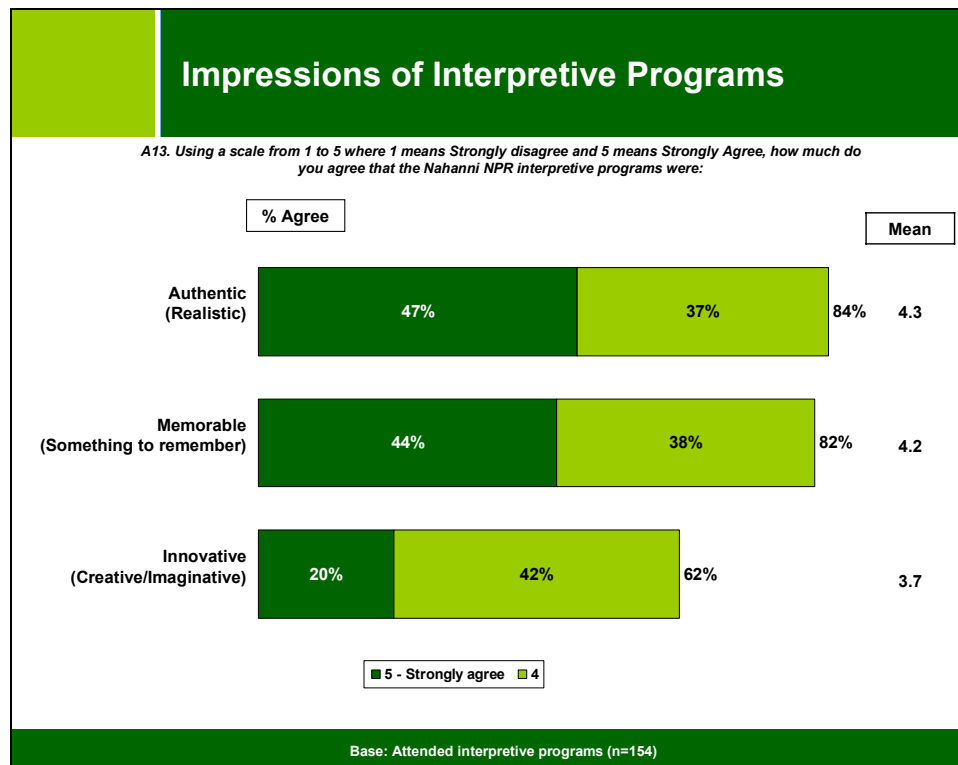
- ◆ Overall, park visitors appear to be quite satisfied with Nahanni NPR's interpretive programs, with 84% feeling that the programs *met* their expectations. A further 14% felt the programs *somewhat met* their expectations, while only 1% said that their expectations were *not met*.



### *Impressions of Interpretive Programs*

Those who attended at least one interpretive program at Nahanni NPR were asked about their overall impressions.

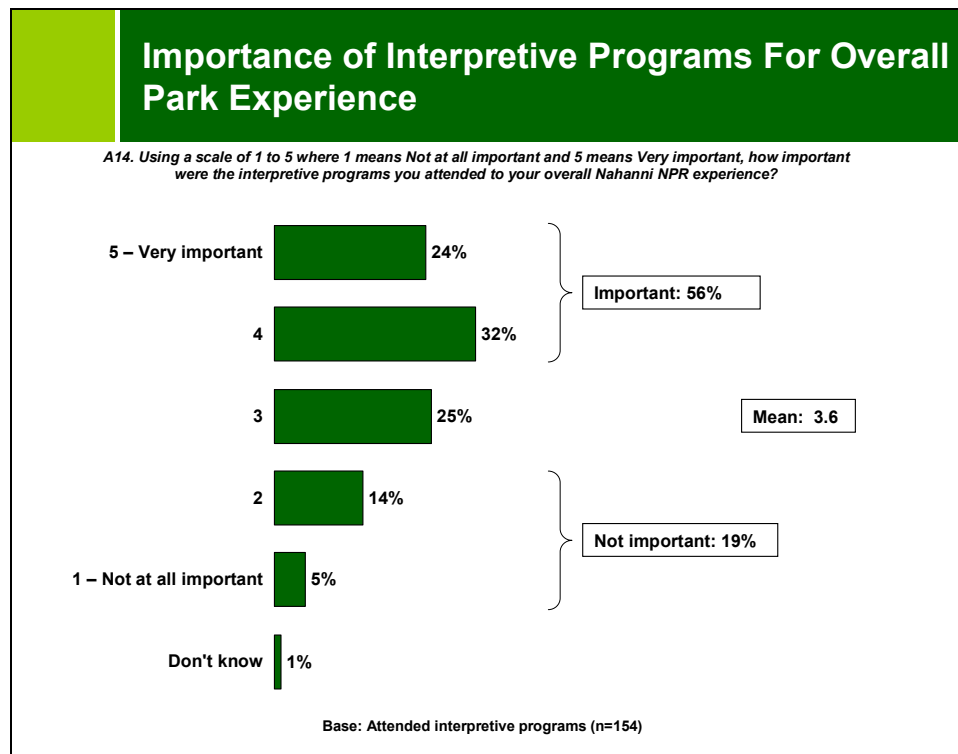
- ◆ Respondents were most likely to agree that the interpretive programs were *authentic* (84%) and *memorable* (82%). However, respondents were less likely to agree that the programs were *innovative* (62%).



### *Importance of Interpretive Programs to Overall Park Experience*

Those who attended the interpretive programs at Nahanni NPR were also asked to indicate how important the interpretive programs were to their overall experience at the park.

- ◆ More than half of respondents (56%) feel that the interpretive programs are *important* to their overall experience, while 19% feel they are *not important*. This translates to a moderate mean score of 3.6 on the 5-point scale.



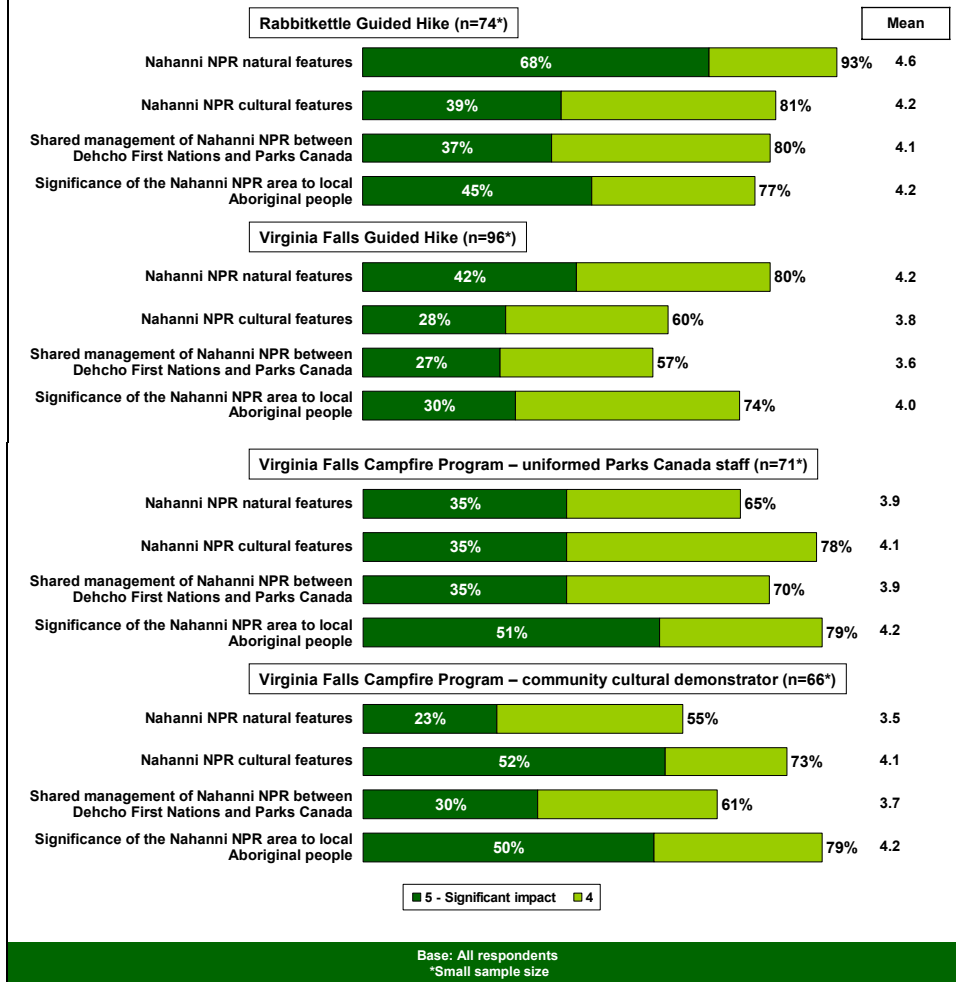
### ***Impact of Interpretive Programs on Awareness and Knowledge***

For each interpretive program that visitors participated in, respondents were asked to indicate how much of an impact the program had on increasing their awareness or knowledge of certain aspects of Nahanni NPR.

- ◆ When considering **Rabbitkettle Guided Hike**, visitors were most likely to feel that the program had a significant impact on increasing their knowledge of the *park's natural features* (93% agree), followed by the parks *cultural features* (81%) and *shared management of the park between Decho First Nations and Parks Canada* (80%). Slightly more than three-quarters of respondents (77%) felt that the program increased their knowledge of the *significance of the park to local Aboriginal people*.
- ◆ For the **Virginia Falls Guided Hike**, visitors are most likely to feel that the program increased their knowledge of the park's *natural features* (80%) and *significance of the park to local Aboriginal people* (74%).
- ◆ Visitors are most likely to feel that the **Virginia Falls Campfire Program led by both uniformed Parks Canada Staff and community cultural demonstrators** had the greatest impact on increasing their knowledge of the *significance of the park to local Aboriginal people* (79% for both) and *Nahanni NPR's cultural features* (78% and 73% respectively).

## Impact of Interpretive Programs on Awareness or Knowledge

A15. Using a scale from 1 to 5 where 1 means No impact at all and 5 means Significant impact, how much impact did attending the ... program have on increasing your awareness or knowledge of each of the following:





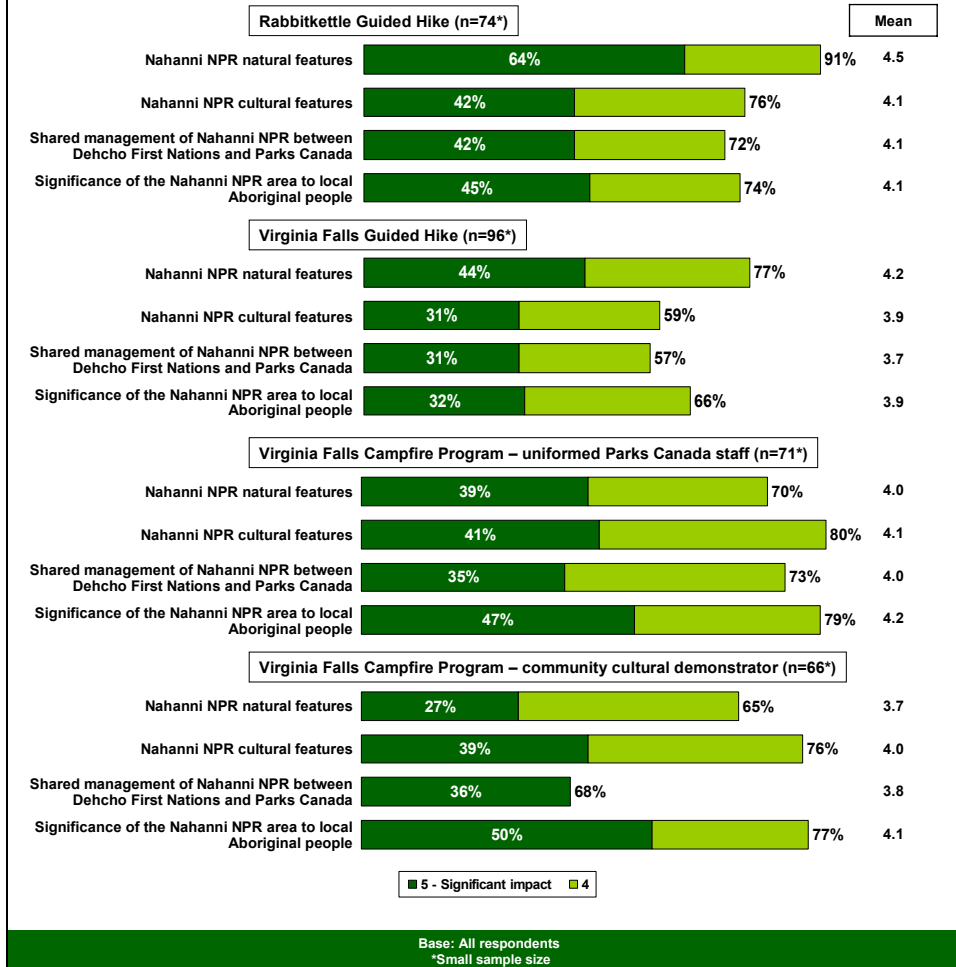
### ***Impact of Interpretive Programs on Increasing Respect***

Similarly, visitors were asked to indicate the level of impact each program had on increasing their respect for specific aspects of Nahanni NPR.

- ◆ For both the **Rabbitkettle Guided Hike** and the **Virginia Falls Guided Hike**, visitors are more likely to feel that these programs had less of an impact on increasing their respect than increasing their awareness and understanding. Visitors who attended both programs cite the greatest impact on increasing respect for *Nahanni NPR's natural features* (91% and 77% respectively).
- ◆ Consistent with the results for increasing knowledge, those who attended the **Virginia Falls Campfire Program led by both uniformed Parks Canada Staff and community cultural demonstrators** are most likely to feel that these programs had the greatest impact on increasing their respect for the *significance of the park to local Aboriginal people* (79% and 77% respectively) and *Nahanni NPR's cultural features* (80% and 76% respectively).

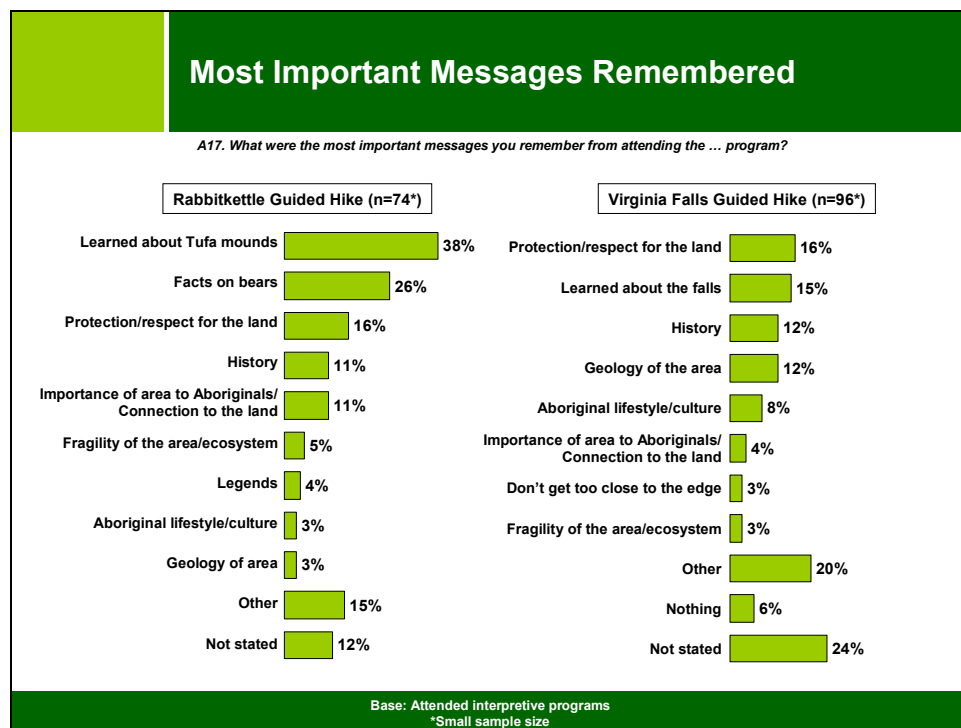
## Impact of Interpretive Programs on Increasing Respect

A16. Using a scale from 1 to 5 where 1 means No impact at all and 5 means Significant impact, how much impact did attending the ... program have on increasing your respect of each of the following:



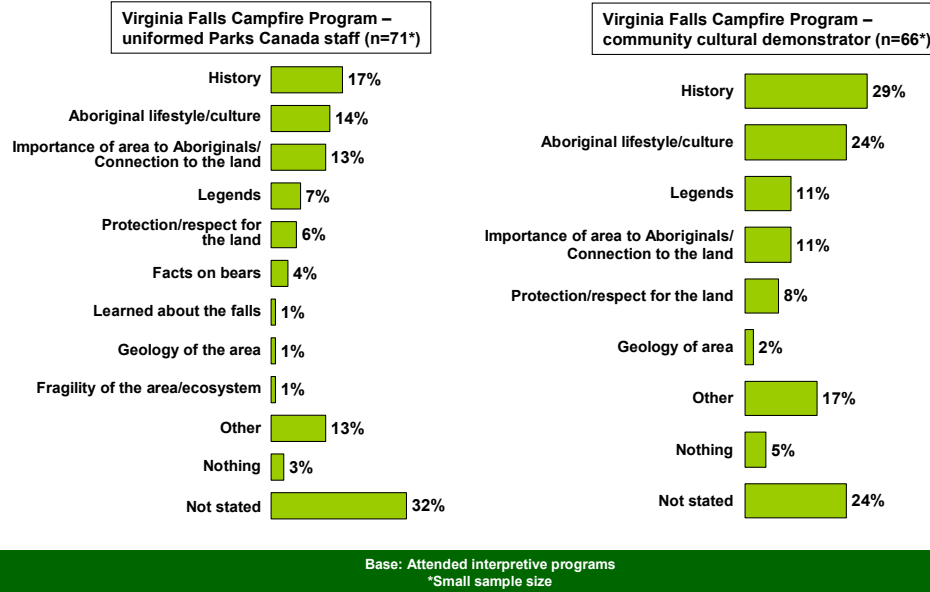
### Most Important Messages

- ◆ Among those who attended the **Rabbitkettle Guided Hike**, the most important messages were *learning about the Tufa mounds* (38%) and *facts on bears* (26%).
- ◆ The most important messages learned from the **Virginia Falls Guided Hike** were *protection/respect for the land* (16%) and *learning about the falls* (15%).
- ◆ For the **Virginia Falls Campfire Program led by uniformed Parks Canada staff**, the three most important messages learned were about the *history* (17%), *Aboriginal lifestyle/culture* (14%) and *importance of the area to Aboriginals/connection to the land* (13%).
- ◆ Finally, the two main messages learned from the **Virginia Falls Campfire Program led by community cultural demonstrators** were the *history* (29%) and *Aboriginal lifestyle/culture* (24%).



## Most Important Messages Remembered

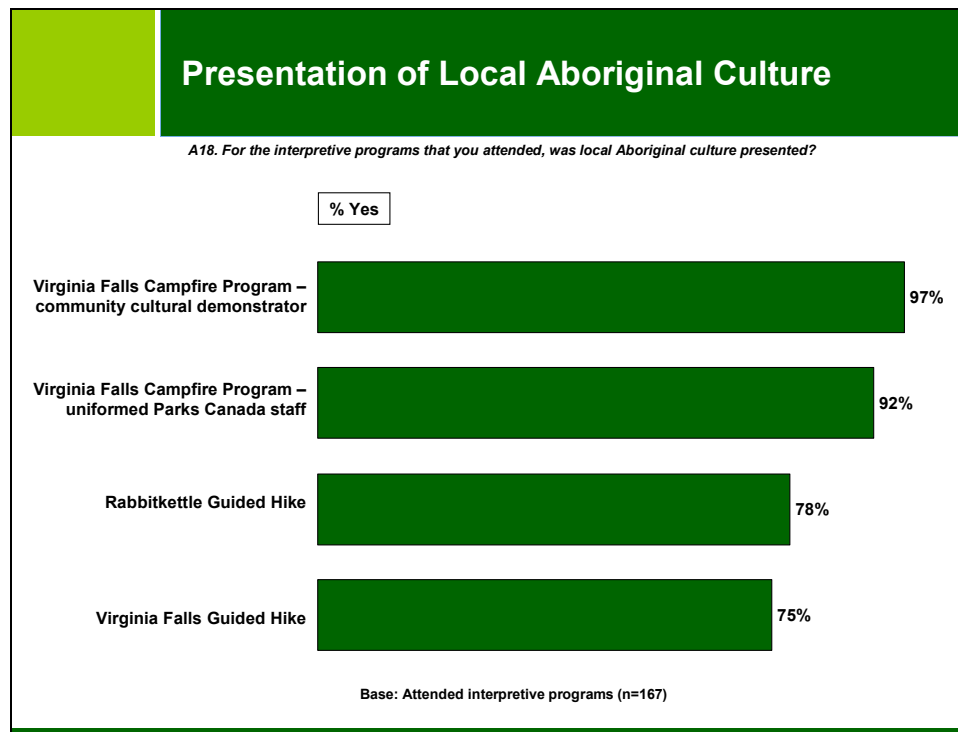
A17. What were the most important messages you remember from attending the ... program?



### *Presentation of Local Aboriginal Culture*

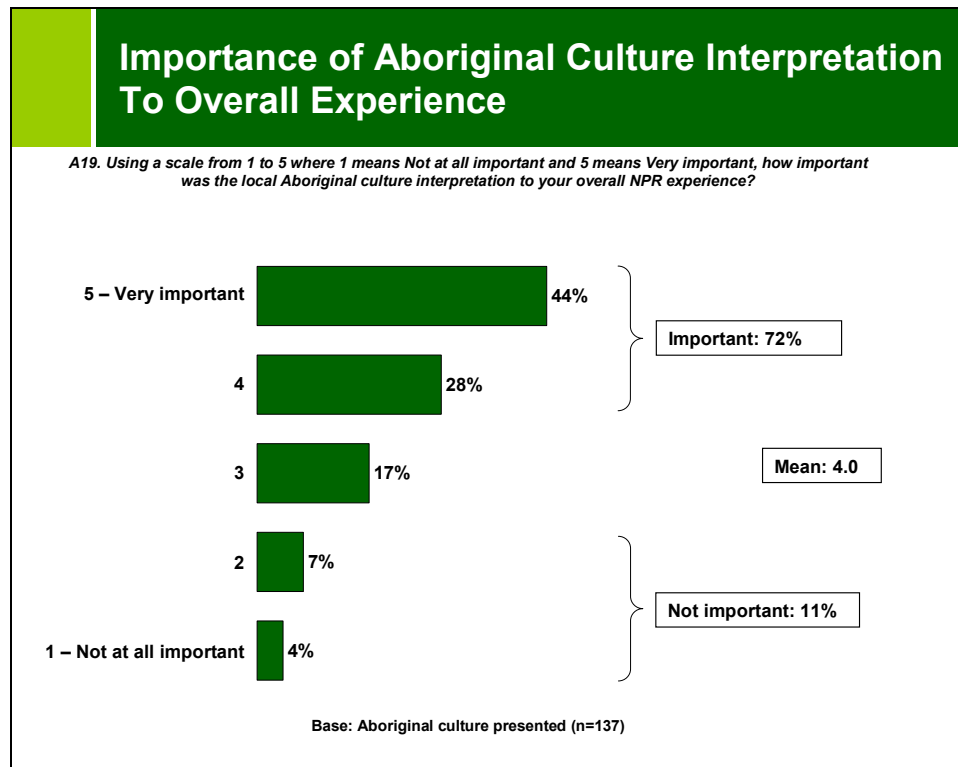
Those who attended interpretive programs at Nahanni NPR were asked whether the local Aboriginal culture was presented.

- ◆ As illustrated, the interpretive programs that were most likely to have local Aboriginal culture presented were the *Virginia Falls Campfire Program led by community cultural demonstrators* (97%) and *led by uniformed Parks Canada staff* (92%).
- ◆ Roughly three quarters of visitors who attended *Rabbitkettle Guided Hike* (78%) and *Virginia Falls Guided Hike* (75%) said that the local Aboriginal culture was presented.



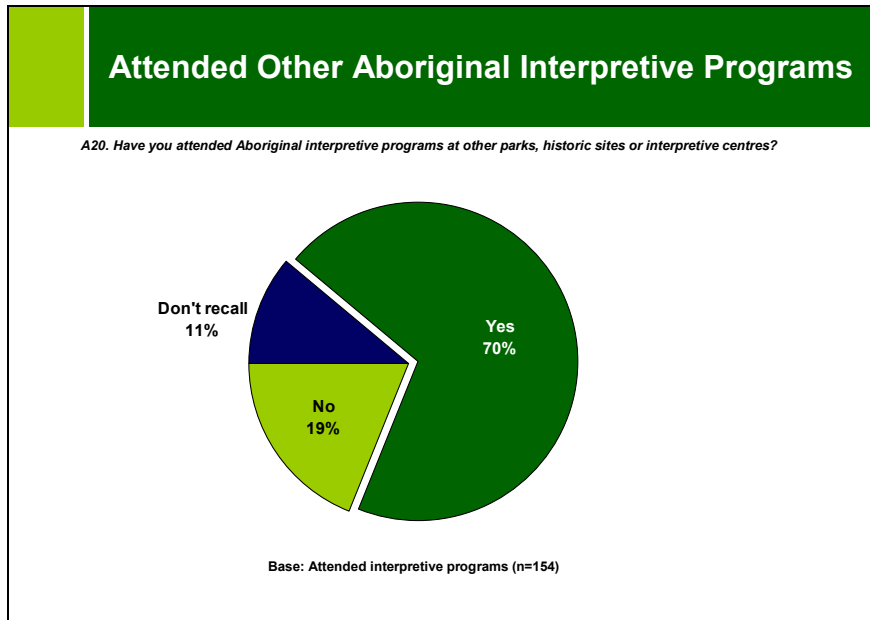
### Importance of Aboriginal Culture Interpretation

- ◆ When asked about the importance of Aboriginal culture interpretation to their overall Nahanni NPR experience, 72% of visitors feel it is *important*, while 11% believe it is *not important*. This translates to a mean score of 4.0 on the 5-point scale, which reveals that having the local Aboriginal culture interpreted is generally important to park visitors.

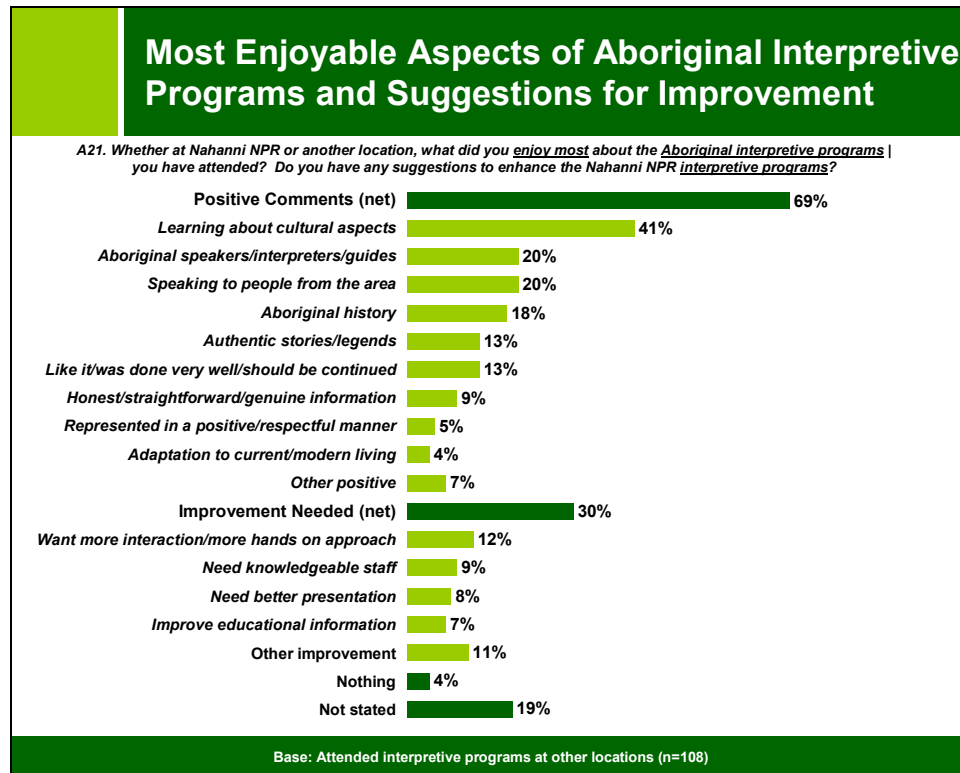


### *Attended Other Aboriginal Interpretive Programs*

- ◆ As illustrated, seven-in-ten visitors (70%) who attended Nahanni NPR interpretive programs have attended interpretive programs at other parks, historic sites and interpretive centres.



- ◆ The most enjoyable aspect of the Aboriginal interpretive programs that visitors attended was *learning about the cultural aspects* (41%), followed by the *Aboriginal speakers/guides* (20%) and *speaking to people from the area* (18%).
- ◆ In terms of improving the interpretive programs at Nahanni NPR, the most popular suggestions were *more interaction/hands on* (12%), *more knowledgeable staff* (9%) and *better presentation* (8%).



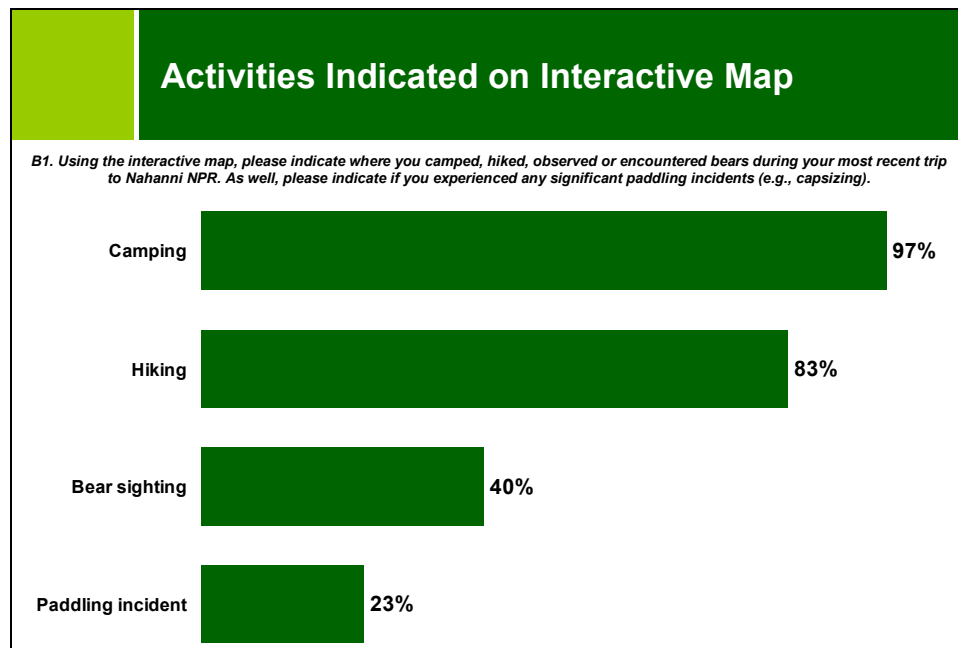


## Visitor Use Patterns and Activities

### Activities Indicated on Interactive Map

All respondents were provided with an interactive map of Nahanni NPR. Using the map icons, respondents were asked to indicate where they camped, hiked, saw bears and experienced paddling incidents.

- ◆ Virtually all respondents who completed the interactive map specified a *camping* location (97%), while 83% indicated a *hiking* location. Bear sightings appear to have decreased from last year, with 40% noting a *bear sighting* (down from 51% in 2006). Close to one-quarter of visitors (23%) experienced a *paddling incident*, up from 17% in 2006.

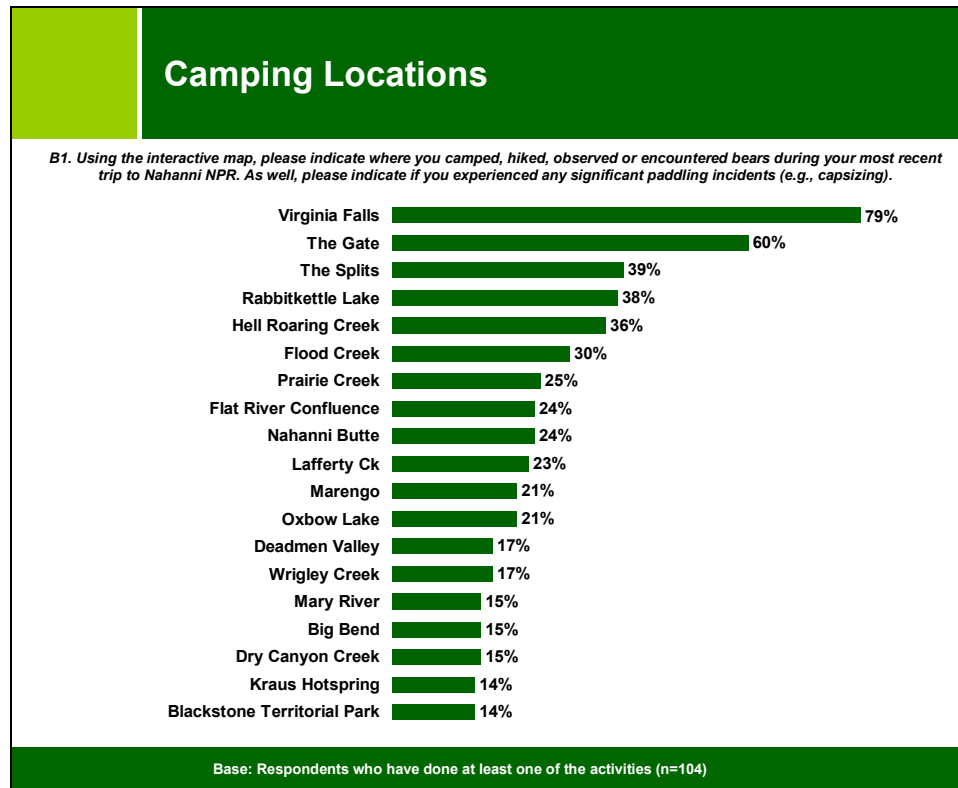


	2006	2007
Base: Respondents who have done at least one of the activities	(n=166)	(n=104)
Camping	99%	97%
Hiking	81%	83%
Bear sighting	51%	40%
Paddling incident	17%	23%

### Most Popular Camping Locations

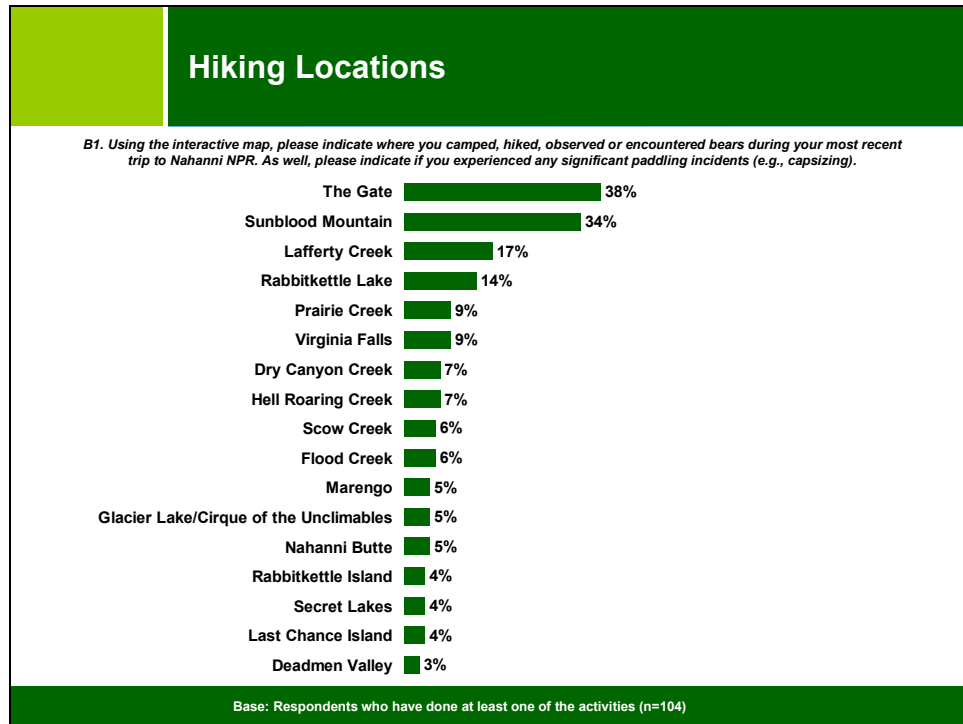
Illustrated in the chart below are the locations that respondents said they camped at. **Note that the specific locations were coded into regions and the location names typically encompass a larger area.**

- ◆ Consistent with 2006 results, the most popular camping location among overnight visitors was *Virginia Falls* at 79%, followed by *The Gate* (60%). Other popular camping locations included *The Splits* (39%), *Rabbitkettle Lake* (38%) and *Hell Roaring Creek* (36%).



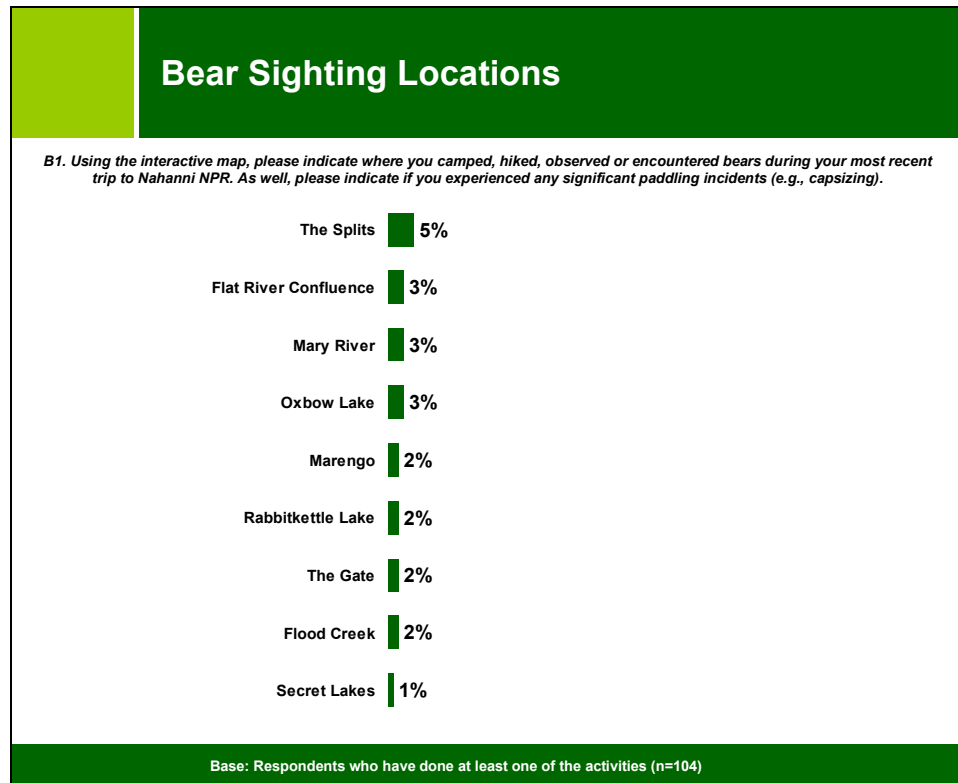
### Most Popular Hiking Locations

The two most popular hiking locations continue to be *The Gate* (38%) and *Sunblood Mountain* (34%).



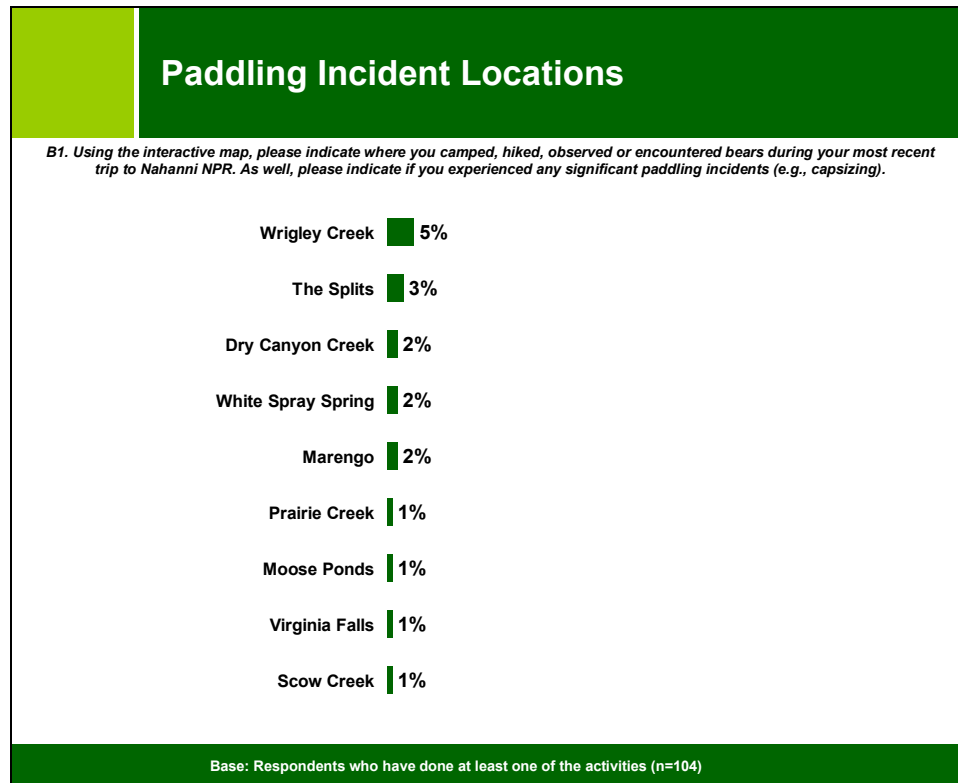
### *Most Popular Bear Sighting Locations*

The most common location for bear sightings was *The Splits* (5%), followed by *Flat River Confluence* (3%), *Mary River* (3%); and *Oxbow Lake* (3%).



### *Most Popular Paddling Incident Locations*

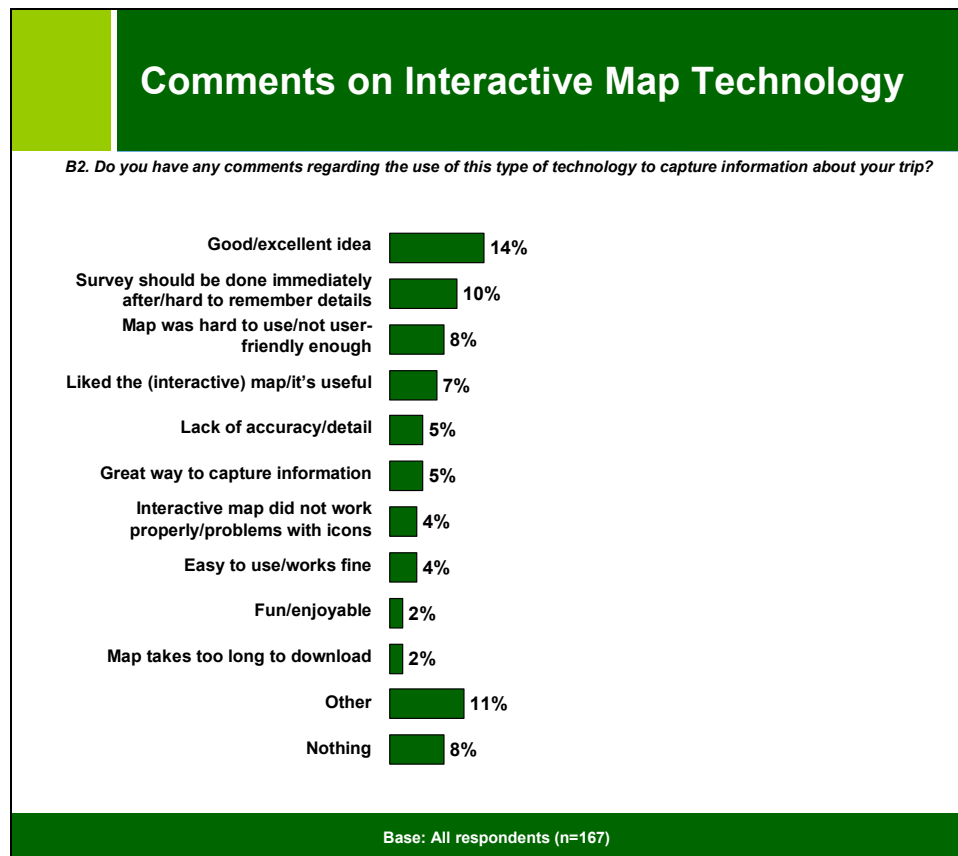
In terms of paddling incidents, the most frequently mentioned location remains *Wrigley Creek* at 5%.



### Comments on Interactive Map Technology

All respondents were asked to provide comments about the use of the interactive map technology to capture information about their trip.

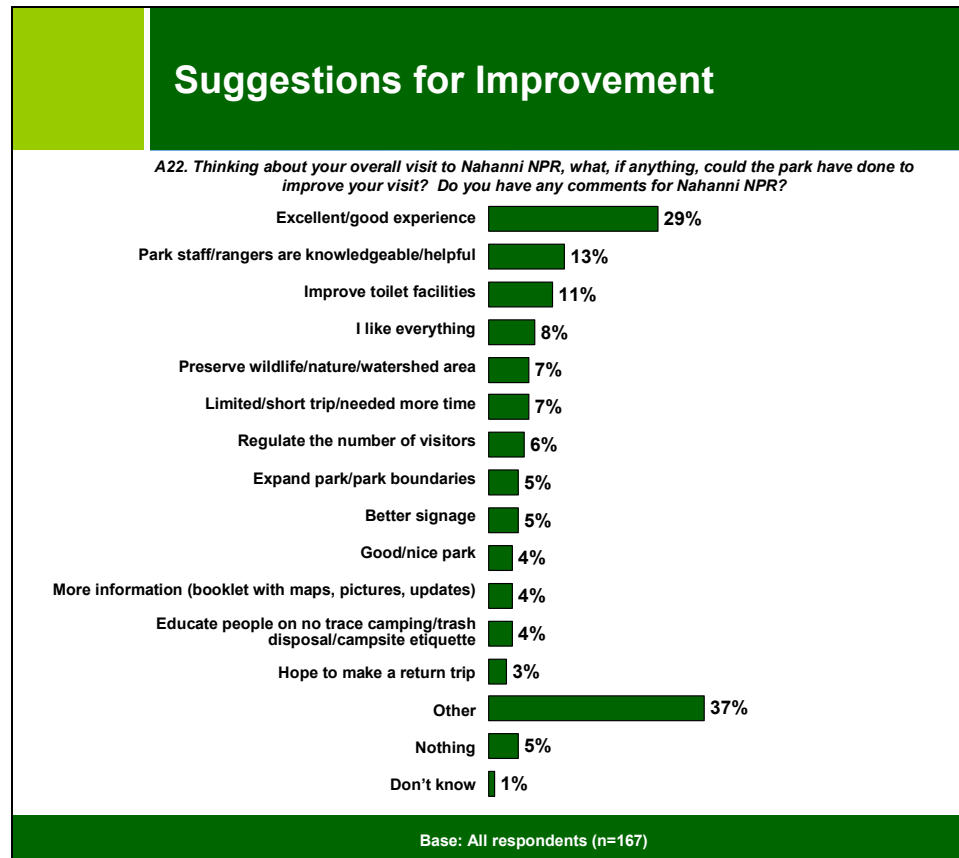
- ◆ As indicated, 14% of respondents felt that the map was a *good/excellent idea*, while 7% *like the interactive map*, while 5% felt it was a *great way to capture information*.
- ◆ However, 10% felt the survey *should be completed immediately after the trip as it is hard to remember the details*, while 8% felt the map was *not user friendly enough* and 5% thought it *lacked accuracy/detail*.



## Suggestions for Improvement

All respondents were asked to provide suggestions for improving their visit to Nahanni NPR.

- ◆ More than half of respondents' comments (53%) were related to positive aspects of their park visit, including *excellent/good experience* (29%), *knowledgeable/helpful park staff* (13%) and *I like everything* (8%).
- ◆ The most popular suggestions for improvement were *improve toilet facilities* (11%), *preserve wildlife/nature/watershed area* (7%) and *regulate the number of visitors* (6%).



## Demographics

This section presents an overall profile of overnight river users at Nahanni NPR.

- ◆ **Gender:** Results show continue to show that users are more likely to be male (61%) than female (39%).
- ◆ **Age:** The average age of park visitors stands at 47 years, which is generally consistent with 2006 results.

Demographics		
	2006	2007
Base: All respondents	(n=218)	(n=167)
<b>Gender</b>		
<b>Male</b>	<b>70%</b>	<b>61%</b>
<b>Female</b>	<b>30%</b>	<b>39%</b>
<b>Age</b>		
<b>&lt;20 years</b>	<b>2%</b>	<b>4%</b>
<b>20 to 29</b>	<b>6%</b>	<b>14%</b>
<b>30 to 39</b>	<b>17%</b>	<b>12%</b>
<b>40 to 49</b>	<b>19%</b>	<b>19%</b>
<b>50 to 59</b>	<b>25%</b>	<b>25%</b>
<b>60 to 69</b>	<b>15%</b>	<b>22%</b>
<b>70+</b>	<b>4%</b>	<b>4%</b>
<b>Mean</b>	<b>47.5</b>	<b>47.2</b>



- ◆ **Education:** Nahanni NPR continues to attract highly educated visitors, with half (50%) having at least some post-graduate education and 24% having a University undergraduate degree.

<b>Demographics</b>		
	2006	2007
<b>Base: All respondents</b>	(n=218)	(n=167)
<b>Education</b>		
High school or less	6%	4%
Some college or trade school	6%	5%
Completed college or trade school	9%	10%
Some undergraduate university	6%	8%
University undergraduate degree	24%	24%
Some post-graduate school	7%	10%
Post-graduate degree	33%	40%
Refused/not stated	9%	1%

- ◆ **Residence:** The vast majority of park visitors (84%) reside within Canada, while 11% live in the U.S. and 4% are from Europe. It is important to note that many international park visitors were not invited to complete the online survey as most did not provide any contact information on their registration forms. Therefore, the proportion of international residents is likely understated.

Demographics			
	1986	2006	2007
<b>Base: All respondents</b>	(n=619)	(n=218)	(n=167)
<b>Primary Residence</b>			
<b>Canada</b>	70%	71%	84%
<b>USA</b>	21%	15%	11%
<b>Europe</b>	9%	4%	4%
<b>Other</b>	0%	0%	1%
<b>Refused/not stated</b>	0%	9%	0%

## *Verbatim Comments*

### *Suggestions For Improving Overall Visit*

- ◆ I loved everything about it. Only thing that could have improved my experience would have been a longer visit. A longer hike to the bottom of the falls would have been nice. I really want to go back and spend more time. A great place to see!
- ◆ It was well orchestrated from start to finish. We felt very special, being greeted at the dock. We were treated like honoured guests and even though staff had other work to do, we never felt rushed.
- ◆ I hope that this site is able to remain as clean and natural as it was for our visit. It seemed like we were the first to explore the river. Apart for the ranger stations, there was no sign that anyone had gone before us.
- ◆ The only complaint I have is that the signage for the check-in at Deadman's Valley comes too late. We were by it before we saw it. There needs to be a warning upstream that is clearly visible. Also, it wouldn't hurt to warn paddlers about "bug hell" at the end of the splits. Other than that, everything was great. Really enjoyed the staff at Virginia Falls. The pulley for the bear cache on top of the falls is far too slow and laborious. It could easily be redesigned. The bear cache at the bottom was not operational when we were there. I would have liked to begin my portage the night before, but really needed to have the bear cache in place to do that.
- ◆ I think they should get rid of the tent pads at Virginia Falls. Our tent bottoms got soaked - we would have been better off on the ground.
- ◆ I also went to a campfire where there was much more emphasis on Dene culture and history. It was also at Virginia Falls.
- ◆ Less people in the park.
- ◆ It would be nice if the sites at Virginia Falls were either more private or way more communal... either way is fine, just didn't like the in between.
- ◆ The staff and cultural representatives were excellent. The information and assistance provided by staff at Rabbitkettle Lake was outstanding and set a very positive tone for the whole trip. The Warden at the Virginia Falls campground was very friendly, although very busy, she responded to the moose over the falls incident very professional. Our trip was outstanding, about the only suggestions was that coordinates (longitudes and latitudes) of some of the recommended campsites be mentioned in the river guide as with the high water it was difficult to gauge where they were. But that was also part of the adventure!
- ◆ Any chance they can make the sun shine more?? We had a fair bit of rain and cold weather.

- ◆ The ugliest blemish on my Nahanni experience was the state of the toilets at the Gate campsite...sort them out!!! They were full and vile! Either ensure effective toilet management or plan for visitor wilderness toileting only!
- ◆ The toilet facilities at Pulpit rock were poor.
- ◆ Not enough is mentioned about the geology other than in books. It is one of the most fascinating aspects of the park.
- ◆ Keep funding it. This was one of the most spectacular two weeks in my life.
- ◆ Found the camping and washroom facilities at Virginia Falls very welcome. On the other hand I enjoyed the no-trace camping along the way and the feeling it gave one that you were the first ever to be there. Overall I think the balance was good.
- ◆ The check-in station across from Prairie Creek is badly situated. Getting to it would have been almost impossible for us camped on the other side of the river so we did not check in there. Virginia Falls has been much improved. We would have liked to spend one more night but were not allowed even though there was lots of room vacant.
- ◆ No additional comments. It was a wonderful trip and park staff were very helpful and knowledgeable.
- ◆ It isn't within the jurisdiction of Nahanni, but I was picked up at Blackstone Territorial Park, and paddled back to there. The staff at Blackstone were extremely uncooperative. We could hear the people from park headquarters asking over the radio if anyone had heard from us, and the Blackstone staff would not even make any attempt to communicate with them, even after we asked them to. So that made things a little bit difficult.
- ◆ Well-trained guide who can answer questions and did not work so hard to further a political agenda.
- ◆ I would have liked the option of a longer hike down to the river with our guide.
- ◆ Too much competition for the "good " campsites on the river. Have ALL parties pack out human waste- the toilet at the Gate camp doesn't work and is very out of place.
- ◆ None, everything was excellent - especially the weather which allowed us to view everything.
- ◆ I think the park did a good job and we gained a new respect for the people of the North. We appreciate the efforts to preserve the park from development.
- ◆ Nahanni may need to look at the number of people that visit in a year. Despite the remote location, we encountered many visitors on our three-week trip down the river. This makes for a crowded feel to the trip that at times detracted from the wilderness experience.
- ◆ Some discrete and consistent with the environment signage so we would know where we were-had no idea till we got to the Pulpit. Couple more composting toilets at campsites.

- ◆ Better weather (Ha! Ha!). The park ranger at Rabbitkettle was pleasant and interesting to listen to.
- ◆ Everything was fine (nobody can change the weather conditions).
- ◆ The native interpreter often felt self-conscious about transmitting traditional myths while speaking to a largely southern (urban) audience. The traditional worldviews are nothing to be ashamed of.
- ◆ Great job, very pleasant stay at the Falls.
- ◆ I am amazed that someone managed to rationalize the boardwalk system at the falls. The value proposition does not make sense given the few visitors. But, given the coming energy/carbon problem, I would make use the falls for power generation... a much better trade-off (though few would agree).
- ◆ All of the park staff, both in Fort Simpson and at Virginia Falls were knowledgeable and helpful. I would not have enjoyed our trip as much as we did without everyone's help. They helped overturn our bad mood after having been involved with an unscrupulous outfitter and nearly missing out on our trip. The information and help they provided made our private trip quite enjoyable.
- ◆ Nothing needed for improvement. Wilderness is what I went for. Fishing Licences for the trip are expensive. We bought several and caught one fish.
- ◆ Overall, this was an excellent experience - the highlight of our trip to the Territories. Very little improvement is necessary to the visit. If there was a short history and fact booklet available at the site, I would have purchased it. Also, a t-shirt that was only available to visitors of Virginia Falls in Nahanni National Park.
- ◆ Nothing that the park could have done to improve my visit. I just regret now that I didn't arrange a longer trip to the park so that I could have stayed overnight or at least had time to hike to the base of the falls.
- ◆ Everything was first class. I highly recommend this trip.
- ◆ Better toilet facilities at campsite at Pulpit \Rock.
- ◆ More civilized bathroom facilities.
- ◆ This is just fantastic and MUST be preserved at all costs!!!!
- ◆ Possibly lengthen the campfire talks.
- ◆ Large groups traveling down the river dig big pits for human waste. I feel that these large groups should pack out their waste. There are containers to do just that which are used by other companies on other rivers and they have proven to be effective. With such large numbers traveling down the river every summer, I feel this would help minimize the impact on the surrounding land.
- ◆ I enjoyed the visit immensely. The boardwalk was excellent and surprising, and I didn't expect the interpretive programming, which was nice. The singular, most disgusting and embarrassing (being Canadian) issue was the state of the NPR

outhouse facilities: they were filthy and unusable and the Parks authority should be ashamed.

- ◆ More outhouses and camping platforms.
- ◆ The only thing would be to help ensure that the guides develop good public speaking skills.
- ◆ The Park could not have done anything to improve my visit. The outfitter could have done a lot - like not insist on wood fires for all cooking, like not do as many km per day on the river. Give us more training in canoe handling.
- ◆ Nothing! It was very well organized.
- ◆ It must find a way to help accommodate the summer mosquito problem that can arise. Offering repellents and bug blocks/netting at sites for fees. The consequence of being short supplied can make life in the park really miserable and takes away from the real 'Grandeur' that should be enjoyed. This being a very limited trip for most there is little ability to deal with this oversight from unprepared parties. We were also wondering about the very scarce wildlife through the park. While we did not hike extensively off the river, we saw very little wildlife during the trip. Especially noticeable was the lack of Moose and Birds throughout the park. I'm sure you do not have the powers to create wildlife I wonder what could be done to enhance natural habitat for diminishing populations. On the southwest US rivers, we usually experience considerable more wildlife.
- ◆ Great park. The nature makes the park a gem. I would suggest that park infrastructure be limited to maintain the natural integrity of the park.
- ◆ This was a trip my son and I will always remember. It far exceeded our expectations. We were especially impressed with the lack of ANY litter - a result of no-trace camping being taken seriously.
- ◆ The staff were very present, highly visible and helpful and assisted with our group giving a valuable introduction/orientation to the park as well as providing the campfire program - I can't think of any major improvements - perhaps a more detailed briefing on bear safety as we did find fresh tracks at the Virginia Falls site.
- ◆ We were very pleased and impressed with Nahanni NPR.
- ◆ The only negative thing that I could think of on this trip was the amount of bugs, which you have no control over and I thought there could have been more outhouses/toilets at different campsites along the trip. I realize that some/most of the campsites we stopped at were not marked campsites, but there weren't a lot of outdoor toilets around. I enjoyed every minute of the trip, even the bad times.
- ◆ Fixing the bear cache at the base of the falls. The bear cache at the top of the falls was a great idea.
- ◆ Wonderful park well maintained, a jewel experience.
- ◆ Virginia Falls washrooms, boardwalks were great. The NPR staff in Fort Simpson were excellent. The staff at the visitor information centre in Ft Simpson was so out

to lunch and clueless; it was a joke. They told us the park office is closed on Sundays, the park was closed due to grizzly bear sighting, and that we could not fly into Rabbitkettle.

- ◆ It was an amazing experience that I will never forget and besides killing all the bugs.
- ◆ I thought it was an incredible trip. Would like not to be made to feel like a criminal if I was to get out and look around at Whitspray Springs.
- ◆ Some photos of the river during the spring flood period and the ice break-up would be good.
- ◆ Please make it larger to ensure the habitat surrounding the park is well preserved so I can bring my kids there one day. Thank you and honestly this trip changed my life so positively.
- ◆ The fact that there were few "facilities" was a feature of this trip.
- ◆ The check-in station after the Falls is very difficult to see in advance and it is difficult to land on the steeply sided embankment. We saw some near spills there.
- ◆ I had a beautiful trip. Thank you.
- ◆ 1) Campsite toilets just above the "Gate" on the river need to be refurbished. 2) Park staff were not around when we were there. 3) I would have liked to buy a fishing licence.
- ◆ We had limited time there so the time we had was used very well. No suggestions.
- ◆ Visit was short but great. We were on a flight seeing tour so had limited time at each destination. It was as good as it could be for the time we had to spend.
- ◆ It was truly the trip of a lifetime, rain or shine, magnificent
- ◆ More extensive areas to walk in but I believe time was a limiting factor.
- ◆ I went for the experience of the river and the land and did not have any particular expectation of the interpretive programs.
- ◆ It's a beautiful site that's well kept. The guide was extremely knowledgeable and answered all our questions about the history and nature.
- ◆ The orientation by staff was great. We enjoyed a trip where we hardly saw anyone, which was awesome.
- ◆ The visit was fabulous. I hope parks will be able to expand the park to its full potential.
- ◆ Improve the maintenance of the toilets at Virginia Falls which were very smelly.
- ◆ Simplement la plus belle place au monde... SVP ne touchez à rien...
- ◆ I can't think of anything that could have improved on. One of the most spectacular trips I have had to date. The park is a rare jewel and I'm thrilled the park boundaries have been extended.
- ◆ It's no fault of Nahanni NPR, but I wish I had had more time to hike down to the bottom. Between the foggy day, rain drizzle and a rafting group passing through, my

visit was just too short! I really feel the park needs to be expanded to encompass the entire watershed. Flying into the park, we passed so many fantastic natural wonders - it all needs to be protected from industry and natural resource exploration and saved in perpetuity.

- ◆ The opportunity for backpacking could be increased. I would love to be able to access more of the park; however, I think that easy access could also change the park negatively. I feel fortunate to have been able to experience Nahanni NPR, it was one of the most beautiful places I have ever been. However, the expense of getting there will likely keep me from being able to return. As stated before, access can be a double-edged sword.
- ◆ Great overall.
- ◆ On our northern canoe trips, less is more. The less disturbed country we encounter, the more we enjoy it. From that perspective, the worst part of the trip was our stay at Virginia Falls. It's naiveté I'm sure, but I just never expected to see all that development, air traffic, etc. in what I assumed was a true wilderness preserve. But there's probably nothing that can be done about it at this point. Other than that, the trip was fabulous and we plan to return but stay a lot longer and do some hiking in the canyons.
- ◆ It was excellent.
- ◆ Over all a well-run and enjoyable stay, with good safety standards. We had a lot of confidence in the professionals that were managing the Park.
- ◆ No, it was the trip of a lifetime for me.
- ◆ Portaged our canoes around Virginia Falls (just kidding!). Keep it pristine.
- ◆ I have no complaints. I came to take a wilderness trip, and it was a delight. The regulatory system was navigable, and every staff member who I met with or talked to on the phone was friendly and helpful.
- ◆ Communications coverage for our guide, possibly a VHF or cell phone repeater. It might have expedited our outbound transportation.
- ◆ Expand the park boundaries and protect the resources and protect from development. This is an amazing area that deserves the utmost protection. We were happy with our trip.
- ◆ Great trip.
- ◆ Love to come back through on a canoe or raft!
- ◆ The building of a park interpretation kiosk at Nahanni Butte will provide some relation between the park and the community. Some more visible community involvement should be encouraged.
- ◆ Less is more in this situation. I actually had expected to be entering a total wilderness situation, and was surprised to find rangers' huts, boardwalks, etc. They are luckily kept to a minimum.



- ◆ Overall a great trip! The staff was great! Not to mention the physical landscape! A definite special place in Canada. I would encourage the government to increase the protection area even further to the whole Nahanni watershed, and to continue working closely with the Dehcho. One last point; it is my opinion that the Prairie Creek mine is an eminent threat to the water quality of the watershed, and also threatens the Nahanni river as a wilderness river! The government should be cautious about this topic!
- ◆ At least have one sign at the outset where those beautiful hikes start. (Between Rabbitkettle and Virginia Falls.) This would not harm anyone but would make a trip much more enjoyable. It would avoid wasting a lot of time to try and find the start point of a hike. Second item. Make better maps available.
- ◆ I would have like to have been with less people. I was surprised at how full and busy this part of the journey was.
- ◆ As previously stated, I was surprised to find I had to be guided, and would have preferred time on my own. It was a dream come true for me to see the Nahanni country and the Falls. I am very glad it is a Park, and hope it will remain protected from potential environmental damage!
- ◆ My visit to the park was a very positive experience. The staff was there to greet us when we came to the docks and the programs offered were very informative.
- ◆ I really don't think we could have had a more perfect trip.
- ◆ We had a great time. One of the highlights was the absence of defined camps (except at the falls). The wilderness aspect made the trip significantly more enjoyable for our group.
- ◆ The area is well maintained considering its remoteness. The campsite at the falls was more elaborate than I was expecting. The park should be expanded to include all its tributary headwaters.
- ◆ The number of guided trips is having an impact on camping sites below the Falls. The day use of Virginia Falls (by charter aircraft) seriously downgrades the sense of splendour of the Falls.
- ◆ A small point, but the toilets at the gate needed to be emptied. Other than that a beautiful experience.
- ◆ Well looked after at Virginia Falls - good to limit access to maintain natural beauty.
- ◆ Very well run. Very nice staff.
- ◆ Overall a great experience, only wish I had more time.
- ◆ Excellent visit the park office in Fort Simpson was great, knowledgeable and friendly staff even the summer student. Keep training those young people!
- ◆ The campsites could have been better maintained. Water (rain barrels or otherwise) should have been provided.

- ◆ I enjoyed my visit very much. I guided 3 trips across the summer, and found them all very good, the NPR staff is great.
- ◆ Campsites were clean. In general there were too many people on the river, and not enough signs of wildlife. Compared to other rivers in the NWT, the Nahanni takes second place to the Horton. Friendly staff though. Good bear safety messages. Good anti-bear food protection devices/shelters etc.
- ◆ Expand the park to include the entire watershed; remove mine tailings and arsenic storage!
- ◆ NNPR has high standards for the guides employed within the park. Therefore, I feel there should be some support from the park and other associations involved to provide a fair wage that reflects the knowledge, training and skill that the guides have developed. If the park and the outfitters that operate their desire a safe and reliable product to be delivered by their guides, than they should buck up to make it a sustainable profession.
- ◆ I was surprised that most of the composting toilets at Nahanni were in disrepair. The summer season at Nahanni is short so there should be a better effort to maintain these units in working function - otherwise remove them.
- ◆ I rafted the Nahanni River from Virginia Falls to Nahanni Butte. Visiting the Park and the Virginia Falls areas were a highlight of my life. This is a wonderful part of the world and Parks Canada does a remarkable job. Thank you.
- ◆ At the campground at Virginia Falls, apparently there was a "mix up" and more people than anticipated were at the campsite on the first night (June 10 or 11, 2007)
- ◆ Improve the portage trail from Rabbitkettle Lake to the river.
- ◆ Less rain, but I suspect this is slightly outside your control!
- ◆ The entire trip was amazing
- ◆ We were guided by from the Moose Ponds to Linberg's on the Laird. I cannot say enough about how enjoyable the trip was. We honestly embarked on this trip mostly for the white-water canoeing challenge, which was much better than expected but found that to be only part of the overall. A food drop expected at V. Falls turned out to be at R.Kettle (lucky we stopped by). This was due to a communication error on the part of park management and our outfitter management. Park staff were eager to assist "within policy" and agreed on at a solution to mitigate the damage due to the delay. Park staff need to be congratulated but also need to have the authority to make decisions outside policy in order to solve problems that policy writers haven't experienced or even imagined. This type of environment needs to have a more value driven approach because there are too many undetermined variables. For safety sake, please keep policy at the strategic level and let value look after the logistics. Federal policy does not prevail over nature. Overall this was a "trip of a lifetime" thanks mostly to the teamwork and commitment on the part of management and outfitting staff and Parks Canada. Please thank them for us.

- ◆ The toilets at Virginia Falls had to be closed while we were there, and the ill-maintained compost toilets had to be put back into service. Surely you know the predicted usage of Virginia Falls, and could make appropriate arrangements. The compost toilets at Pulpit Rock were disgraceful.
- ◆ It was unforgettable.
- ◆ I was totally pleased with the experience I had in the park. I appreciate the efforts Parks Canada has taken to balance a wilderness experience with facilities such as the Virginia Falls campsite and boardwalk. Downstream, the no-impact camping rules appeared to be followed rigorously. Keep up the good work!
- ◆ Provision of toilet facilities at popular camping areas is nice, but could be increased to keep the area pristine. The campers are extremely considerate at keeping the area and campfires clean.
- ◆ Issue more detailed information about which camping sites are open and which are closed. We were briefed in advance, but the sketch in park information folder is not very detailed. But Park Rangers were very helpful!
- ◆ The outhouse situation at Virginia Falls has to be improved. The main toilets were closed due to overfilling at the beginning of August. The black boxes were not working well and are not at all private or gender segregated. This gives a poor impression of the park to day visitors especially.
- ◆ Having longitudes and latitudes on the map would have helped. There was very little in the way of signage. I feel even though the camping is all natural washrooms would have made it more environmentally friendly, instead of every one digging a hole. Soon it is a crap shoot - where is it safe to dig?
- ◆ All of this questionnaire is about the Virginia Falls interpretive program. To me, one of the most significant aspects of the park is its Wilderness aspect. That needs to be protected through continuing to limit visitation and minimize encroachment on the borders of the park by outside development.
- ◆ I think that it is the most beautiful and unkept secret of Canada and I hope to go back again there was nothing that could have been better.
- ◆ Good balance between wilderness park and some monitoring of trips. Guiding companies seem very responsible. Would not want to see more intensive use than currently. Worth extending boundary to fully include potential resource development. Truly a spectacular natural site that should not be spoiled.
- ◆ L'organisation du parc est excellente. Le prix est peu élevé.
- ◆ Too much traffic at Virginia Falls. This was meant to be a wilderness experience, and planes coming in regularly with day visitors I find incompatible with the spirit of adventure, wilderness and self exploration. This is commercialism and I find inappropriate for all national parks.
- ◆ Loos in well-used areas not so good, but understand the difficulty with so many visitors. Loved the privacy as each group's departure was staggered.

- ◆ Nothing - the area is beautiful and our trip was fabulous.
- ◆ We were happy to hear that the Prime Minister was there several days after to increase the size of the Park to preserve a larger portion of land so that it cannot be exploited for other purposes.
- ◆ Great trip - can't think of any improvements that need to be made at this point.
- ◆ No, overall the visit was fantastic.
- ◆ We spent 12 days traveling down the river. I suspect there were spots along the river other than Rabbitkettle and Virginia where Aboriginal and early European events occurred - but none were marked with information boards. I think they should be so that the historical presence can be felt every other day rather than just at the 2 sites.
- ◆ I tend to value most a wilderness experience where park personnel and facilities are minimal.
- ◆ Thanks for the beautiful trip.

### ***Reasons Why Interpretive Programs Did Not Meet Visitors' Expectations***

- ◆ Didn't expect much from them. Was unaware they even existed before arriving at Virginia Falls.
- ◆ The information was very relevant to the immediate area we were in, but I would have liked to learn MORE interesting stories from all around Nahanni park.
- ◆ Poorly trained guide, more interested in social political aspects of the park.
- ◆ Too short.
- ◆ There was opportunity to have a longer more informative walk.
- ◆ I learned most from the two guides from our outfitting company. I had also read extensively about the trip so a) I was not expecting an interpretive program and b) to be honest, I can remember very little about it other than the discussions I overheard about what their job was like when my daughter spoke to them. Sorry.
- ◆ They were somewhat simple in nature: more specific information on the flora and fauna and geography of the park would have been helpful. Otherwise, they were a pleasant experience.
- ◆ I would like more information on the natural and human history of the area.
- ◆ A bit too simplistic.
- ◆ Virginia Falls program could have been better organized.
- ◆ Didn't have any expectations, didn't really involve myself in them.
- ◆ Lack of focus.
- ◆ It is all pretty straight forward. Not any particular way you can do more with the interpretive program.

- ◆ The instructor had some nice props, but really didn't know what she was talking about.

### ***Most Important Messages Learned – Rabbitkettle Guided Hike***

- ◆ The most important message that I remember was that this natural site needs to be preserved.
- ◆ Respect the Tufa.
- ◆ Tufa mounds are fragile.
- ◆ The sensitivity of the flora and fauna.
- ◆ The spiritual significance of the area to the Aboriginal people.
- ◆ Tufa's are a spiritually sacred place; visits are a privilege not a right. Black bear & grizzly activity in the area is amplified by the abundance of soapberries.
- ◆ Creation of the Tufa mounds, research in the area, grizzly bear facts, native lore.
- ◆ The Dene people have significant stake in the park and all Canadians need to preserve it.
- ◆ The care taken to preserve the natural features - the Tufa mounds and the anecdotes and demonstration of the observing of bears and other natural life.
- ◆ Bear crossing.
- ◆ That Parks Canada treats everyone as though they have no idea how to conduct themselves properly in the wild.
- ◆ Importance of preservation of a culturally/environmentally significant area.
- ◆ We learned some legends and history of the native people. Also learned about the Tufa mounds.
- ◆ That shared management is an important aspect of the park experience. The need to protect the area for future generations and the economic livelihood of the people. Any future development needs to take into account the impact that resource extraction will have on cultural and wilderness preservation.
- ◆ Learned a lot about bears their habitat, trees, etc. Tufa mounds was interesting.
- ◆ Environmental protection.
- ◆ Bears.
- ◆ History and awareness.
- ◆ The importance of the park for bears. The historical importance of the Tufa mounds.
- ◆ Tufa mounds are unique and rare because of their unusual chemistry. The mounds had been revered by the Aboriginal people for centuries. The name came from the small animal bones left by predators. The mounds are fragile.

- ◆ Care for natural features.
- ◆ Importance of protecting the Tufa, research on grizzly bear activity, lore about the Tufa mounds.
- ◆ The wildlife meeting grounds and natural history of the area.
- ◆ There are many monitoring programs - for flora and fauna.
- ◆ The Tufa mounds and this big green pond that we walked by.
- ◆ How delicate many of these natural features are.
- ◆ The sensitivity of the Tufa mounds to people traffic.
- ◆ Simply how significant the Tufa mounds were to the Aboriginals.
- ◆ Delicateness of the Tufa mounds.
- ◆ Grizzly bear habitat and research on their mobility/range. Tufa Mounds and their vulnerability/historical and cultural significance. Gruesome cool story about squirrel eating a rabbit earlier in the season at Virginia Falls as witnessed by our guide!
- ◆ Geology of area.
- ◆ Legends of the Tufa.
- ◆ How fragile the Tufa mound is. Hearing about how the Dene used to travel there.
- ◆ Importance to the Aboriginal and how gifts were offered.
- ◆ How important Rabbitkettle is to the wildlife in that area.
- ◆ Geology
- ◆ Learned a lot about Tufa formations. Interesting to learn of the cultural significance of the site for local Aboriginal peoples. Was interested to learn that our dog (who we had to leave at the lake) could be a bear attractor in this area - this was news to us and something we will be cautious about in future wilderness trips with dogs
- ◆ The Tufa Mounds are made of calcium carbonate. Much research is being done on the grizzlies and other bears in the area - the amount of land needed to sustain their habitat is significant and is constantly being encroached upon.
- ◆ No message. Just appreciated having a naturalist to explain things.
- ◆ The delicacy of the Tufa mounds. The range of the grizzlies.
- ◆ The Park goes to great pains not to disturb bear habits in the area. The Tufa mound is also carefully protected.
- ◆ Importance of preserving the TOTAL ecological system not just a slice!
- ◆ The formation and degree of sensitivity of the Tufa mounds.
- ◆ Protecting nature the way it is. Respect from the bears.
- ◆ Yo Bear!
- ◆ The importance of the wildlife corridors and grizzly bear movement in the area. The fragility of the Tufa mounds and how they are formed.

- ◆ The fragility of the landscape.
- ◆ Dehcho offerings. Animal studies and research.
- ◆ The Tufa mounds are very sensitive to disturbance. The feature has a place in Aboriginal legends. The whole area is a prime grizzly habitat and is being studied for this reason by PC to assess visitor impact.
- ◆ The fragility of the mound, how the flow changes direction.
- ◆ Native sacred spot.
- ◆ As Rabbitkettle is the first experience of being in the park, having the hike framed the trip for myself and the clients. The bear study was fascinating, but it was when one of the Dehcho park rangers explained the history of the area in terms of his grandparents and his life on the land, and then the co-management system, that I felt I gained a better understanding of what the park was about, and felt the connection of this ranger.
- ◆ Giving thanks to the area and all the benefits it provides for local people.
- ◆ The origin of the name of Rabbitkettle Lake and the role the Tufa mounds have in that name - the significance of the Tufa mounds in local culture.
- ◆ Don't mess with the bears.
- ◆ History, culture, future plans, bear program.
- ◆ The significance of the area as grizzly habitat.
- ◆ The fragility of the Tufa mounds and their importance to First Nations.
- ◆ Respect for the planet we live on. Also the vast involvement of First Nations and their rich culture.
- ◆ The tree's natural sunscreen.
- ◆ Fragility of the Tufa Mound. Origin of name Rabbitkettle. Dene history of region. Grizzly bear habits. Vegetation. Pride of guide in caring for the park - in sharing his traditional lands with us.
- ◆ Delicacy of the Tufa structures. The presence of bears being allowed to walk on it.
- ◆ “Sacredness” of the mounds to the Aboriginals.

### ***Most Important Messages Learned – Virginia Falls Guided Hike***

- ◆ Privileged to be there. Remote place, but Parks is there full-time in the summer. Brought home what Parks (and the Dehcho Nation) are doing vis-a-vis custody of our protected areas. Wasn't expecting interpretive activities.
- ◆ In the end, for me, how important it is to preserve this amazing land and park.
- ◆ I remember being impressed with holding a fossil that was millions of years old. That's quite a mind-boggling notion. I have had a lot of experience with native

people through my work but quite a few years ago now. It was nice to meet our interpreter who spoke so positively of her culture.

- ◆ History of the Dene in the area.
- ◆ Permafrost impacts the plants such that we cannot walk on them, hence the boardwalks.
- ◆ Don't get near the edge.
- ◆ Plants.
- ◆ Park boundaries were set by visual fly-by, not by cultural or natural boundaries such as nomadic or natural migrations, watershed, etc.
- ◆ The trip into the park and the scenery in the park were much more valuable than the guided tour.
- ◆ Both Parks Canada and the Dehcho appreciate the importance of pristine wilderness, and for different reasons (for the natives it's cultural and for Parks Canada it's a mandate). They are working for the same cause.
- ◆ First Nations. Traditional use of plants.
- ◆ The conservation criteria for visiting the park.
- ◆ That Nahanni is a national park
- ◆ We learned about the geology and history of the Falls and the early explorations of natives visiting the Falls.
- ◆ Creation of the park and the significance it has had on the area.
- ◆ Information pertaining to the falls.
- ◆ History around the falls.
- ◆ Free of Ice during the last ice age.
- ◆ My trip occurred 30 days prior to the announcement that the boundary of the Park would be expanded significantly. The most important message therefore was the importance of the expansion and the long delay in the pending decision. Also why watershed protection was so vital.
- ◆ The fragility of the environment and how well the Park was doing in protecting the Nahanni area from outside impacts.
- ◆ Legends about the park and falls.
- ◆ Building their own canoes out of those trees very interesting.
- ◆ Questions answered about flora of region.
- ◆ History and awareness.
- ◆ The annual hunting and importance of the river to the Dene people.
- ◆ Maintaining the culture of the native people living in the area.



- ◆ The falls is nearly twice as high as Niagara Falls. Geology changes at the falls. Above, continental glaciers shaped the land. Below they did not. The river actually flowed in a channel to south in the past.
- ◆ Lore about the falls, protection of the site.
- ◆ Magnificent falls, and the danger of them killing me.
- ◆ Albert Faille and how tough it must have been to live in this wilderness back in the day.
- ◆ How culturally important the falls are.
- ◆ Some of the plants e.g., to use for tea. Park expansion had just been announced by Harper a few days earlier.
- ◆ Leave it like you found it.
- ◆ Respect the river. Leave the environment in the same state you found it.
- ◆ An environmentally sensitive area with incredible scenery worth protecting.
- ◆ Geology of the falls
- ◆ La grandeur de la nature et son importance au pays.
- ◆ Don't get too close to the edge. That you can cross the river at the top and hike up the hill on the other side.
- ◆ Berries and plants described.
- ◆ Importance to the native people, history of the location.
- ◆ Sphagnum moss used like diapers. Got a sense of the young Dehcho life by questioning our guides.
- ◆ Information about trips up and down the Nahanni in history.
- ◆ Geological creation of the falls.
- ◆ Protecting the environment.
- ◆ Cooperative management and preservation.
- ◆ I did not really learn anything I had not already read extensively about, from the hike. From the pilot and the Visitor centre videos in Fort Simpson I learned about the concern over possible environmental damage to the Nahanni River system from mining.
- ◆ Fragile ecosystem.
- ◆ Safety, power of the falls.
- ◆ First Nations history and life on the Nahanni, also the naming of Virginia Falls.
- ◆ Importance of the vegetation in the surrounding areas and the impact of visitors if the facilities are overused and not removing garbage, etc.
- ◆ Preservation of the river and its feeding tributaries.

- ◆ The issues relating to the increase in the size of the park, covering more of the watershed.
- ◆ Virginia Falls are higher than the Niagara Falls.
- ◆ Don't walk too near the edge
- ◆ The board walk.
- ◆ That there are a lot of people working hard to preserve the land while also providing a place for people to learn.
- ◆ Formation of Falls. Other geological facts. Life of guide.
- ◆ Geology of area.
- ◆ Enjoy what we see and do not destroy the area so others can see it and enjoy as well.
- ◆ Impact of travelers on Nahanni.
- ◆ The importance of the river to the native inhabitants and a lifeline.
- ◆ Preserving the natural environment & the boundaries to the Nahanni area were to be extended during the week following our trip.

***Most Important Messages Learned – Virginia Falls Campfire Program Led by Uniformed Parks Canada Staff***

- ◆ Partnership between parks and indigenous peoples. Very important. Cultural history. Very important.
- ◆ Bear control.
- ◆ People have been using the park for a long time.
- ◆ Respect for the river system.
- ◆ Nahanni Butte locals depend on trapping from within the reserve for their livelihood.
- ◆ First Nations traditional trapping methods.
- ◆ The Dene people used the land as their only resource.
- ◆ Challenges of Natives years ago.
- ◆ The ecosystem around the falls.
- ◆ The risk of bear attacks.
- ◆ Respect for the land.
- ◆ First Nations myths about the area.
- ◆ Nature preservation is important.
- ◆ Sorry but I cannot remember anything other than they were polite and I talked to them for a bit of time. I went on the falls hike on my own and the 8 days on the

water were great. I found that the worst campsite was the one around the falls - more bugs and wooden tent platforms are worse in the rain than being on suitable ground. To be honest with you, I had waited for 19 years for this trip and I just wanted it to start! I was very pleased that our Prime Minister increased the size of the park as an announcement in Fort Simpson while my daughter and I were on the river. It is a spectacular area and a unique one for Canada that must be preserved. But I am 61 years old and I suspect I cannot remember what I was told because either I am forgetful or I already knew it.

- ◆ History and awareness.
- ◆ Aboriginal people had used the Nahanni corridor for centuries before the arrival of our culture. Their descendants still live largely off the land, although the communities have become more centralized.
- ◆ Use of the area by First Nations people.
- ◆ Can't remember anything that I did not know already. The social gathering was most impressive.
- ◆ Strong cultural connections of Dehcho people to the Park. It was great to have an Aboriginal interpreter on site.
- ◆ Stories of the park.
- ◆ The Native stories and their impact on native life and culture.
- ◆ Indian legends.
- ◆ Resourcefulness and creativity of the native people using the materials of the area and the preciousness of the area to us all.
- ◆ Stay on the boardwalk so as not to damage the fragile flora
- ◆ Connection of native people to the land.
- ◆ Legends of the area.
- ◆ Learning about the hunting and trapping techniques that are used in the area.
- ◆ The significance and the history of the park
- ◆ They were all important and interesting.
- ◆ The dependence of the indigenous people on the land and its creatures.
- ◆ Current studies in the park, physical features, threats to the park - natural and human.
- ◆ Labrador tea can cure damn near anything.
- ◆ Stories about interpreter's grandfather.
- ◆ Ingenuity of First Nations people to survive and prosper in the area.
- ◆ Bear safety.
- ◆ History of the Park
- ◆ View of life in the park for hundreds of years.

- ◆ The fight to enlarge the park.
- ◆ History, culture, geography, future plans.
- ◆ Park is severely threatened by surrounding development, but there is reason to be optimistic that the area of the park will be expanded to minimize damage.
- ◆ There is a lot of history in the park and there are a lot more stories and history that meets the eye.
- ◆ Use of materials for daily life.
- ◆ How much the environment can provide for us.
- ◆ There was a school group with us during the program that made the experience more memorable. I was surprised how little some of the children knew about their ancestry, so the messages about the native way of life was probably the most important aspect of the talk.
- ◆ Joint discussions with Aboriginals at the campfire.

***Most Important Messages Learned – Virginia Falls Campfire Program Led by Community Cultural Demonstrator***

- ◆ Legend of the Nahanni area.
- ◆ Respect for the historical use of the area by First Nations.
- ◆ The migration route that the Aboriginals used to take each year and how they did it
- ◆ Mythology, things of cultural importance, the hardships faced, the skills required to live.
- ◆ Strangely enough, Labrador Tea. Also the stories of the native way of life historically and their building of rafts for use on the river.
- ◆ Native culture.
- ◆ How important Nahanni is to the local community, to their history and to their culture.
- ◆ They demonstrated some of the ways the people use the natural artefacts of the area.
- ◆ Challenges of Natives years ago.
- ◆ Stories of the "supernatural" as told by his father.
- ◆ Historical life in the area.
- ◆ Connections with native community.
- ◆ That there were a significant number of people living a traditional lifestyle in the region that involved local migration to run remote trap lines.
- ◆ Tea
- ◆ Native legends about the area. Connection to the land and animals.

- ◆ Preservation of nature and local traditions is important.
- ◆ History and awareness.
- ◆ Various types of wildlife, type of tree needed for canoe building.
- ◆ Good native myths and folklore.
- ◆ It's been about 6 months, so this is difficult! The Dene people made amazing boats using spruce roots and spruce gum was used to patch them.
- ◆ Stories of the Aboriginals and tribes.
- ◆ How important stories and legends are to the people.
- ◆ The wonderful stories of the past peoples of the area and possible cultural linkages to the Navajo - the richness of the oral tradition and need to honour the first peoples there.
- ◆ The stories of the history of the people that once hunted and travelled through the park.
- ◆ How the local people used the river for travel.
- ◆ Presence of indigenous peoples in the area.
- ◆ Trapping goes on in the winter and some, although relatively few, young people are continuing this tradition of the elders. Labrador tea is good. It takes many skins to earn a living. Skidoos are used to visit the traplines and simple huts are built as a shelter for overnight stays.
- ◆ Vet your speakers.
- ◆ The significance and meaning of the river to the local aboriginal people.
- ◆ Cultural importance, Dehcho history of the area, learning about migration patterns, and traditional ways of life.
- ◆ Native history.
- ◆ Stories are part of the land. Spruce bark canoes.
- ◆ Insights into local traditions and frank opinions of current affairs like residential school settlements - very nicely explained.
- ◆ View of life in the park area for hundreds of years.
- ◆ Their stories on what remains of their battered culture.
- ◆ History, culture, future plans.
- ◆ Appreciation of the life of the original inhabitants.
- ◆ The accomplishments of the First Nations without all the white mans devices today. They were very hard working until we came along to change them to our world.
- ◆ The land name interpretations and significance.
- ◆ Description of how First Nations used crafts to facilitate cooking, make clothes, etc.
- ◆ Natives care for the land.

- ◆ The Aboriginal people were nomadic, moving throughout the area on an annual basis. And I'm glad we were in modern canoes and not spruce bark canoes.
- ◆ That an older era is rapidly passing for the Aboriginals but the park is forever.
- ◆ Natives used the park area as part of a seasonal activity loop.

### ***What Visitors Enjoyed Most about Aboriginal Interpretive Program and Suggestions to Enhance Nahanni NPR Interpretive Programs***

- ◆ The more a culture can be talked about in terms that the audience can relate to, the more significant it becomes. So, for example, when the Parks staff are indigenous people, talking about the history of their families in the area as well as the history of others, one tends to listen more. It seems to have more impact if one can talk about Uncle Joe hunting across the valley, than if one talks about explorer X. When they then talk about having to go south for education and opportunities, you realize how fragile their cultural stability might actually be. Since they are tied to the history of the area, you walk away with much more appreciation of the area than just the river you came to paddle.
- ◆ I always enjoying hearing or seeing exhibits about how Aboriginal people lived on the land so many years ago.
- ◆ No suggestions. Mostly I like to find out how people lived and survived in such remote areas before modern conveniences.
- ◆ I enjoyed the spiritual connection to the land and the inextricable link to sustainable harvest of game & economy.
- ◆ Explaining things from someone else's perspective. Need to add a history of the geology with an exhibit.
- ◆ Keep hiring Dene people as interpreters.
- ◆ Perhaps more of the personal interaction we enjoyed in face-to-face encounters and discussions with the local Indians particularly at Rabbikettle and again when staying at Nahanni Butte.
- ◆ Interesting to learn from/about their culture.
- ◆ Learning stories and legends, learning about Aboriginal culture including music, dance, tools, customs and spirituality. More history on the falls, specifically Aboriginal stories and legends.
- ◆ The best programs were delivered by interpreters who were well trained, were convincing, and able to communicate. Be prepared to answer questions with technically accurate information.
- ◆ Our guide was Aboriginal, and he explained the importance of the plants, and the river to the people of the region.

- ◆ The respect/knowledge I gained about traditional lives in difficult environments. Keep up the good work and maintain or increase Aboriginal staff/presence.
- ◆ It is important to have Aboriginal guides to help us gain insight and respect for their culture and way of life.
- ◆ Learning about how the first peoples lived historically and how they have adapted to modern economies.
- ◆ Interpretive centre, video productions of history culture and modern living of those living in the Park area.
- ◆ The aboriginal community in the present day with working with Parks Canada.
- ◆ Elderly people telling about traditions.
- ◆ Different perspective, different worldview and different set of values were brought to bear on the location.
- ◆ Just talking to someone who lives on the land and does not have a city life.
- ◆ The interpretive programs should be continued.
- ◆ Always the wisdom, clarity and genuineness of the speaker.
- ◆ History of the Aboriginal people of the area and how they used the plants and animals.
- ◆ Samples of native art, stories of native history.
- ◆ The Aboriginals aren't the only people who have lived in and loved the park; the histories of other people in the park should not be excluded.
- ◆ Would like to see more specific information on how Aboriginal communities used the area, where they most likely travelled, was the Nahanni critical to their survival or was hunting and fishing primarily done elsewhere, did they camp on Nahanni, were there religious or spiritual areas of interest, do they use the Nahanni River Valley at present, etc.
- ◆ Stories passed on from elders.
- ◆ It is very enjoyable to hear the program from descendants of the Aboriginal people.
- ◆ No suggestions. At a Maori program in NZ, they did dances, cooked native food. Not appropriate for Nahanni.
- ◆ Lore, as well as importance of the place now.
- ◆ More hands on. Less restrictive in scope. Better aids and props. Films on DVD's that would be possible. Present more historic accounts now available on DVD's, etc. Music!!!
- ◆ It would be nice to learn more about significant cultural sites and place names in the language.
- ◆ To gain insight into the stories from that culture, but most important is having an understanding of their present lifestyle, cultural norms, and issues.

- ◆ Listening to Aboriginal people speak gives me a greater understanding of some of their difficulties in today's times.
- ◆ Good focus on making the stories interesting: they are entertaining first and educational second. Good to not be didactic - let us draw our own conclusions about the wonderful value of the First Nations culture.
- ◆ Seeing how they used the land without harming it.
- ◆ Understanding how the people lived in the area. No suggestions.
- ◆ I felt they were telling it like it is, honesty.
- ◆ They are all unique and interesting individuals.
- ◆ Concrete facts and information including about legends, etc. I find it doesn't add too much when the discussion is too subjective.
- ◆ We just had a Park Guide take us on the Nature Trail - I wasn't interested in other aspects besides seeing the falls b/c we had a charter waiting for us to go to Glacier lake...wouldn't have wanted to miss out on that!
- ◆ Bannock cooking over the fire.
- ◆ It's great to hear it firsthand from locals of the area, they always have good stories to tell.
- ◆ I think the programs are an excellent way to teach people from the south about the area they are traveling in. Many tourists do not even realize that the land was and is used for traditional or sustenance purposes, and if they do it is difficult to access information on that topic. Many prejudices remain among the non-First Nations population towards the First Nations. Part of this is fear and ignorance of the culture. I have worked on the river for many years and have fielded all sorts of comments and questions from clients who are curious but ignorant of the culture. Previous to these programs, often the only interaction between tourists and locals was very negative, on the street and in the pub. It is invaluable to have the local people represented in a positive, respectful manner.
- ◆ Non, ce pourrait altérer notre contact avec l'immensité de la nature...
- ◆ The way in which the stories were told and the hands-on items that were shared.
- ◆ As someone who grew up in the North, the information presented wasn't anything new to me - I know others (non northerners) in the group found it really fascinating. With respect to Aboriginal interpretive programs in general, I think it is more appropriate when the location is related to Aboriginal people that the interpreters BE aboriginal (e.g. Head Smashed In, Writing on Stone, etc.) - it makes the whole experience better because the interpretation feels more 'first hand' presented rather than something repeated out of a brochure.
- ◆ It was an effective way to provide a message. I wish there were more opportunities to access Nahanni NPR but then that would spoil what it is.....
- ◆ Need a better speaker.



- ◆ The stories were the best. Hard to improve a perfect program.
- ◆ What I enjoyed was spending time with people like Jonathon (from Nahanni Butte I think) who had grown up and still lived in the area. But to be honest, until I started filling out this questionnaire, the value of the Rabbitkettle trip was that we were with "local" people - and whether or not they were aboriginal was irrelevant. The Rabbitkettle trip was great - you don't need to change anything.
- ◆ Learning first hand about the natural and cultural aspects of the local people and the environs.
- ◆ Living in a city we tend to see and hear the negative sides of aboriginal culture - I think it's vital for us to understand their culture in an environment they have inhabited for centuries.
- ◆ As already suggested, without good presentation, the message is lost.
- ◆ Connection and understanding to the natural environment. A little more training for the leaders.
- ◆ Authenticity, connect history and present through Aboriginal perspective.
- ◆ A little more work on the presentation skills of the cultural program administrators.
- ◆ The existence of such a different way of life and outlook in our midst is fascinating. We need to try to understand it better. I actually liked the quite non-intrusive, not-too-didactic approach of our Parks guide. Conversation with her was natural, rather than being like a presentation. We could ask what we were interested in.
- ◆ Learning about the local culture.
- ◆ The current state of the Aboriginal community - its successes, failures and directions into the future. Most people are not aware of these issues.
- ◆ A different perspective of the land and the stories about traditional beliefs/ways of life and culture. The Aboriginal interpretive program was great. One suggestion would be to improve the structure in which the campfire program takes place at Virginia Falls. I believe it was a tarp with benches surrounding a fire. It would have been an improvement to have better / more seating as well as better protection from the elements. Other than that it was great, one of the many memorable events of the trip!
- ◆ More authentic stories which are more grabbing. Also inform about problems of the lives for Aboriginals. Talk about the future for Aboriginals.
- ◆ The very pleasant personalities of the young Aboriginal guides. Not a lot of cultural information was actually supplied, maybe guides could have a little more in-depth training.
- ◆ I enjoyed learning about the community and cultural practices.
- ◆ We unfortunately missed the interpretive sessions at Virginia Falls because it was close to the end of the season.

- ◆ Sense of history. For Nahanni NPR, a clearer sense of the impact of the Falls and the river on bands that would over-winter along the site.
- ◆ Involvement of First Nations interpreters, and giving personal anecdotes of their history, ancestors, etc.
- ◆ Having Aboriginal people presenting the programs and true knowledge of their culture.
- ◆ I enjoy hearing and learning about the traditional ways that the land is and has been used. As well as some of the stories that surround sacred places (i.e., the Tufa mounds). I also like hearing about what is happening in the NOW. I recognize that it is a sometimes a difficult thing to discuss to with people just passing through the park as visitors, however, I think it is very important not to romanticize Aboriginal culture by keeping it in the past or reconstructing it in the present - therefore I think it is really important to ensure that Aboriginal people are speaking and sharing for themselves. At times, the Nahanni programs did this very well.
- ◆ Have the staff tested on the information they are to know. Being from the local area is not enough, the message conveyed has to be factual!!!
- ◆ Personal insights to family life in the area, historically and today.
- ◆ I think there is much to be learned from knowing how the Aboriginals lived to be applied to our society in hope of creating a more environmentally and socially just world.
- ◆ I think it is done well....there is a great respect - and a great partnership - between Delcho and NPR and it is an attractive relationship.
- ◆ There was no real interaction with Aboriginals...this would have strengthened the experience as nice and informative as the park staff were.
- ◆ I really enjoy hearing about the history and old culture of Aboriginal people.
- ◆ We need to have First Nations talk to us white people to clear up the misconception and prejudice we have. Where we think the First Nations get everything for free and are lazy. Also First Nations need to be seen as being more involved in the running of the park and not just token poster people. The people of Nahanni Bute gave us a place to camp and were great people as well as a history of there buffalo herd.
- ◆ A sense of the human history of the area.
- ◆ For community culture representative, interpreter helps to get the message across. Some people are quite shy.
- ◆ Their friendliness, communications and connection. Recommend not to change anything, it works.
- ◆ Aboriginal perspective is important.
- ◆ General life led by people.
- ◆ The strength of these programs is in the authenticity of the presenters. As long as the presenter is knowledgeable and credible, then the audience learns a great deal.

- ◆ I think you need to locate a small permanent building housed with print, pictures or film of some of the history (chronologically) of both the Aboriginal and European presence so that I can get a proper perspective of the changes and challenges.
- ◆ It is very interesting to learn about the people who lived, and whose entire culture was based on and in the spectacular area that you are visiting.

### *Comments on Interactive Map Technology*

- ◆ It would have been good to do this survey in September, rather than now. I'm marking the camping spots from memory. I might be wrong.
- ◆ Too hard to use.
- ◆ Map didn't work, or it took too long to load.
- ◆ Great!
- ◆ Hard to pinpoint enough detail on map. Had an interesting sighting of a sow grizzly with 3 cubs early in trip, gave location and detail to Warden at Virginia Falls.
- ◆ Effective survey style; just enough open ended questions.
- ◆ A bit awkward; I cannot recall details. Easier to write it out.
- ◆ More detail of the river would have helped. But generally I think it's good.
- ◆ It should be sent shortly after the trip - trip locations, sightings, etc., are a little fuzzy.
- ◆ We capsized at Lafferty's Riffle, and I am not sure I marked the correct spot. Otherwise, it was good.
- ◆ Awesome way to do this, easy to remember locations when a map is right in front of you.
- ◆ Campsites had no signage, so don't know where we camped most of the time.
- ◆ Good survey.
- ◆ Use the page more completely. Use larger type for your questions and use the screen more effectively.
- ◆ Good idea using the click'n'drop map.
- ◆ Cool!
- ◆ Excellent idea.
- ◆ Just takes too long. I just do not have the time to properly fill out this questionnaire.
- ◆ It's a bit hard to remember all of the campsites at this point. May be better to have this right at the end of the trip.
- ◆ Excellent and enjoyable.
- ◆ It's okay. More detail, particularly river km markers, would have helped me.
- ◆ Excellent idea!

- ◆ Very good idea!!! It would also be good on the trip. A Loan/Rent/Buy access to dvd's or other non-invasive techs might work really well.
- ◆ Awesome.
- ◆ Efficient and easy.
- ◆ I like the map.
- ◆ I can't remember everywhere we camped and hiked, etc. Otherwise it's great!
- ◆ No. I enjoyed the trip.
- ◆ Loved the interactive map.
- ◆ No but the map section did take quite a while to download. I do not have my Nahanni maps with me, so I had to do the camp spots and hikes from memory.
- ◆ Very good idea.
- ◆ Where is George's riffle on this map? We had a "River Incident" there too.
- ◆ It is a bit crude. The map is not too good. Last Chance Island is out of place.
- ◆ It doesn't work -- it kept showing the icon far away from where I had clicked e.g. Virginia Falls camping showed up at Kraus Hotsprings etc., so I gave up
- ◆ Excellent.
- ◆ Fun
- ◆ Valuable.
- ◆ Not very accurate. But if it is to be used, you could add more variety of icons. I think that the survey at the end of the trip encompasses all other information not collected by this map (tracks sightings, etc.)
- ◆ It might be useful to have a category system for bear encounters and river incidents. For instance, one bear encounter was with a dead bear.
- ◆ Great idea
- ◆ I like it. I've copied it to print. Thanks.
- ◆ No - just wish I could have filled out the campsite map - but I never looked at the map for the whole trip. Another trip member will respond, I'm sure.
- ◆ Easy to use.
- ◆ Sorry but don't remember it as well now as when I had just returned.
- ◆ I would prefer click and drag. I never saw that I got any results from my attempt to place icons.
- ◆ Very clever polling technique, however my memory isn't as good as your map.
- ◆ Fun. No bear sightings, though.
- ◆ Time consuming and I cannot remember all of the places that I camped! I know I should but there was approximately 17 of them!
- ◆ Perhaps make the map more detailed so it's easier to identify camping locations etc.

- ◆ Handicam video recorder. Digital cameras.
- ◆ It's great. Why all the emphasis on Aboriginal culture in the area and so little on the natural history?
- ◆ Love it!
- ◆ This was simply amazing! It was dead easy to use and I expect will capture a great deal of useful information on the patterns of visitor use. It highlights the problems of there not being many campsite options in certain regions. I think PC should encourage the use of sandbars in those stretches where they are prevalent. The Touring Guide is uninformative on this score. Just to say "numerous sandbars exist in the next 10 KM" would help in trip planning a lot.
- ◆ It should be done immediately after the trip - this is six months later - too late - also, unless people take careful notes on their maps, they don't know where they have camped.
- ◆ As usual, there are flaws with simple data collection like this. The answers are very subjective. Overall I think it to be very important to maintain as much cultural and true ecological integrity within the park, and to provide as much work to local natives as possible. This will assist in maintaining their culture that has nearly been lost. We cannot allow this culture to disappear.
- ◆ Difficulties with interactive map: sites would not display where specified.
- ◆ The campsite icons are very approximate. We spent about 18 days on the River from Island Lakes to Blackstone Landing.
- ◆ Use of the map was a bit confusing and I'm not sure I entered the desired data.
- ◆ Excellent way to capture information.
- ◆ Simple and quick
- ◆ Would have liked to go back to review prior to sending.
- ◆ Excellent, thanks
- ◆ Works for me.
- ◆ The technology is great. However, we camped and hiked for 28 days on our trip, and I have only marginal records of where we camped, and what we did at each location. An attempt to recreate all that on your map would take far longer than the 10-12 minutes the survey was supposed to take. For example, we had 5 camps between Moose Ponds and the "end of whitewater, some 50 km downstream. We we're sure at the time where we were every night because of the inadequacy of the maps we had. If there is any single improvement that will facilitate input regarding experiences at various locations, it's a better map of the river, which would include topography.
- ◆ Good but hard to remember all the camping spots for two week trip unless you have your notes and map already handy, which I didn't, so best guess.
- ◆ Anything that helps NPs is good.



- ◆ Very cool. Many people will also be able to provide UTM coordinates for their campsites - I'd be glad to give them to you if you'd like.
- ◆ Nice!
- ◆ Great tool, had a bit of trouble remembering exact sites.

**NAHANNI NATIONAL PARK RESERVE  
ONLINE QUESTIONNAIRE – ENGLISH**

You have the option of completing this survey in either English or French. Please indicate which language you prefer to complete the survey in. We apologize if the questionnaire is not available in your preferred language.

Vous avez le choix de répondre à ce sondage en français ou en anglais. Veuillez indiquer dans quelle langue vous préférez remplir le sondage. Nous nous excusons si le questionnaire n'est pas disponible dans la langue que vous préférez.

English/Anglais  
French/Français

[IF ENGLISH, LINK TO ENGLISH SURVEY. IF FRENCH, LINK TO FRENCH SURVEY]

**Section 1**

C1. Before we begin the survey, where is your primary residence? *Please select one response only.*

Canada (specify city/town/province)  
USA (specify city/town/state)  
Europe  
Asia/South Pacific  
Middle East  
Australia/New Zealand  
Central/South America  
Other (please specify)  
Refused

[IF CANADA OR USA IN C1, SHOW]

Your feedback and opinions are very important to us. If you complete the survey, your name will be entered into a draw to win one of five cash prizes of \$100.

[INFORMATION SCREEN - ALL]

Feedback on your experience or information about problems you may have experienced during your river trip is very helpful to park managers.

The following questions refer to your most recent river trip to Nahanni National Park Reserve (NPR). Even if you have visited Nahanni NPR on other occasions, please consider only your most recent trip while answering questions in this section.

A1. Was this your first visit to Nahanni NPR? *Please select one response only.*

Yes  
No



A2. Did you visit as a... *Please select one response only.*

- Day visitor (i.e. did not stay overnight in the park)
- Overnight visitor (i.e. spent one or more nights in the park)

[IF OVERNIGHT VISITOR IN A2, ASK Q3. OTHERWISE SKIP TO A4a]

A3. Were you part of a... *Please select one response only.*

- Guided trip
- Private trip

A4a. Overall, taking all things into consideration, how satisfied are you with your most recent trip to Nahanni NPR? Please use a scale from 1 to 5 where 1 means you were "Not at all satisfied" and 5 means you were "Very satisfied". *Please select one response only.*

- 1 – Not at all Satisfied
- 2
- 3
- 4
- 5 – Very Satisfied
- Don't know

A4b. Using the same 1 to 5 satisfaction scale, please rate how satisfied you are with each of the following aspects of your most recent trip to Nahanni NPR. *Please select one response for each row.*

[COLUMNS]

- 1 – Not at all Satisfied
- 2
- 3
- 4
- 5 – Very Satisfied
- Don't know

[ROWS]

- Condition of park facilities overall
- Nahanni Nahanni National Park Reserve staff overall
- Trip meeting your expectations

A5. Which of the following Nahanni NPR interpretive programs did you attend on your most recent trip? *Please select all that apply.*

[IF DAY VISITOR IN A2, SHOW]

- Virginia Falls Guided Hike
- None
- Don't know

[IF OVERNIGHT VISITOR IN A2, SHOW]

- Rabbitkettle Guided Hike
- Virginia Falls Guided Hike
- Virginia Falls Campfire Program – led by uniformed Parks Canada staff





Virginia Falls Campfire Program – led by a community cultural demonstrator  
None  
Don't know

[IF NONE/DON'T KNOW, SKIP TO A22. OTHERWISE CONTINUE.]

A6. Did you know Nahanni NPR offered interpretive programs before you arrived at the park?  
*Please select one response only.*

Yes  
No  
Don't know

[IF NO IN A6, SKIP TO A8. IF DK IN A6, SKIP TO A9. OTHERWISE CONTINUE.]

A7. How did you find out about the Nahanni NPR interpretive programs before you arrived at the park? *Please select all that apply.*

Previous visit to the park  
Friends or relatives who had been there before  
Newspaper, magazine, guidebook or map  
Special interest group or club  
Outfitting / guiding company  
Air charter company  
Nahanni NPR website  
Nahanni NPR telephone responses to your enquiry  
Nahanni NPR information package (mail out)  
Nahanni NPR South Nahanni River Touring Guide  
Other Parks Canada information  
Government of the Northwest Territories tourist information  
Canadian government tourism information  
Other (please specify)  
Don't know

[SKIP TO A9]

A8. How did you learn about the Nahanni NPR interpretive programs once in the park? *Please select all that apply.*

Signage or posters  
Friends/family  
Outfitting / guiding company  
Air charter companies  
During registration or orientation with park staff  
With park staff elsewhere  
Other park visitors  
Other (specify)  
Don't know/Don't recall

[IF DON'T KNOW IN A6, SKIP TO A9. OTHERWISE CONTINUE]



A9. What did you **enjoy most** about the [INSERT PROGRAM FROM A5, ASK FOR EACH PROGRAM SELECTED IN A5 - BOLD] program?

[OPEN END, UNFORCED]

A10. What did you **enjoy least** about the [INSERT PROGRAM FROM A5, ASK FOR EACH PROGRAM SELECTED IN A5 - BOLD] program?

[OPEN END, UNFORCED]

A11. Overall, did the interpretive programs that you attended on this most recent trip meet your expectations? *Please select one response only.*

- Yes
- No
- Somewhat
- Don't know

[IF NO/SOMEWHAT IN A11, ASK A12. OTHERWISE SKIP TO A13]

A12. Why did the interpretive programs not meet your expectations?

[OPEN END, UNFORCED]

A13. Using a scale from 1 to 5 where 1 means “strongly disagree” and 5 means “strongly agree”, how much do you agree that the Nahanni NPR interpretive programs were: *Please select one response for each row.*

- 1 – Strongly Disagree
- 2
- 3
- 4
- 5 – Strongly Agree
- Don't know

[ROWS, RANDOMIZE]

- Authentic (e.g., realistic)
- Innovative (e.g., creative, imaginative)
- Memorable (e.g. something to remember)

A14. Using a scale from 1 to 5 where 1 means “not at all important” and 5 means “very important”, how important were the interpretive programs you attended to your overall Nahanni NPR experience?

[COLUMNS]

- 1 – Not at all Important
- 2
- 3
- 4
- 5 – Very Important
- Don't know

A15. Using a scale from 1 to 5 where 1 means “No impact at all” and 5 means “significant impact”, how much impact did attending the [INSERT PROGRAM FROM A5, INSERT ALL PROGRAMS SELECTED IN A5] program have on **increasing your awareness or knowledge** of each of the following. *Please select one response for each row.*

[PROGRAMS - BOLD]

Rabbitkettle Guided Hike  
Virginia Falls Guided Hike  
Virginia Falls Campfire Program – led by uniformed Parks Canada staff  
Virginia Falls Campfire Program – led by a community cultural demonstrator

[ROWS, RANDOMIZE]

Nahanni NPR natural features  
Nahanni NPR cultural features  
Shared management of Nahanni NPR between Dehcho First Nations and Parks Canada  
Significance of the Nahanni NPR area to local Aboriginal people

[COLUMNS]

1 – No impact at all  
2  
3  
4  
5 – Significant impact  
Don't know  
Not applicable

A16. Using a scale from 1 to 5 where 1 means “No impact at all” and 5 means “significant impact”, how much impact did attending the [INSERT PROGRAM FROM A5, INSERT ALL PROGRAMS SELECTED IN A5] program have in **increasing your respect** for each of the following. *Please select one response for each row.*

[PROGRAMS - BOLD]

Rabbitkettle Guided Hike  
Virginia Falls Guided Hike  
Virginia Falls Campfire Program – led by uniformed Parks Canada staff  
Virginia Falls Campfire Program – led by a community cultural demonstrator

[ROWS, RANDOMIZE]

Nahanni NPR natural features  
Nahanni NPR cultural features  
Shared management of Nahanni NPR between Dehcho First Nations and Parks Canada  
Significance of the Nahanni NPR area to local Aboriginal people



[COLUMNS]

1 – No impact at all

2

3

4

5 – Significant impact

Don't know

Not applicable

A17. What were the most important messages you remember from attending the [INSERT PROGRAM FROM A5, INSERT ALL PROGRAMS SELECTED IN A5 - BOLD] program?

[OPEN END, UNFORCED]

A18. For the interpretive programs that you attended, was local Aboriginal culture presented?  
*Please select one response for each row.*

[ROWS, INSERT PROGRAMS SELECTED IN A5 - BOLD]

Rabbitkettle Guided Hike

Virginia Falls Guided Hike

Virginia Falls Campfire Program – led by uniformed Parks Canada staff

Virginia Falls Campfire Program – led by a community cultural demonstrator

[COLUMNS]

Yes

No

Don't know/Don't recall

[IF YES TO ANY IN A18, CONTINUE. OTHERWISE SKIP TO A20]

A19. Using a scale from 1 to 5 where 1 means “not at all important” and 5 means “very important”, how important was the local Aboriginal culture interpretation to your overall NPR experience? *Please select one response only.*

1 – Not at all Important

2

3

4

5 – Very Important

Don't know

A20. Have you attended Aboriginal interpretive programs at other parks, historic sites, or interpretive centres? (These could be anywhere around the world.) *Please select one response only.*

Yes

No

Don't recall

[IF YES IN A20, CONTINUE. OTHERWISE, SKIP TO A22]





A21. Whether at Nahanni NPR or another location, what did you enjoy most about the Aboriginal interpretive programs you have attended? Do you have any suggestions to enhance the Nahanni NPR interpretive programs?

[OPEN END, UNFORCED]

A22. Thinking about your overall visit to Nahanni NPR, what, if anything, could the park have done to improve your visit? Do you have any final comments for Nahanni NPR?

[OPEN END, UNFORCED]

[IF DAY USER IN A2, SKIP TO C1. OTHERWISE CONTINUE.]

## Section 2 – Interactive Map

[INFORMATION SCREEN]

Nahanni NPR is one of the first national parks to pioneer the use of an interactive map to capture visitor use patterns and activities in the park. Although some of this information was captured on your park deregistration form, we would appreciate if you would complete this question and then provide feedback on the interactive map afterwards.

[INSERT MAP]

B2. Do you have any comments regarding the use of this type of technology to capture information about your trip?

[OPEN END, UNFORCED]

## Section 3 – Demographics

We have just a few final questions to help park managers learn more about the visitors to Nahanni National Park Reserve. Note that all responses will be kept strictly confidential.

C2. Record gender.

Male  
Female

C3. In what year were you born?

[NUMERIC RESPONSE: 1900-1990]



C4. What is the highest level of education you have attained? Please stop me when I reach the correct category. (READ LIST)

- Some high school or less
- Completed high school
- Some college or trade school
- Completed college or trade school
- Some undergraduate university
- Completed undergraduate university degree
- Some post-graduate school
- Completed post-graduate degree
- Refused

**Thank you for your time and effort in completing this survey! Parks Canada managers value and appreciate your feedback.**

**NAHANNI NATIONAL PARK RESERVE  
ONLINE QUESTIONNAIRE – FRENCH**

Vous avez le choix de répondre à ce sondage en français ou en anglais. Veuillez indiquer dans quelle langue vous préférez remplir le sondage. Nous nous excusons si le questionnaire n'est pas disponible dans la langue que vous préférez.

Anglais  
Français

[IF ENGLISH, LINK TO ENGLISH SURVEY. IF FRENCH, LINK TO FRENCH SURVEY]

**Section 1**

C1. Avant que nous commençons ce sondage, où est votre résidence primaire? *Veuillez ne choisir qu'une seule réponse.*

Canada (Veuillez préciser ville/province)  
É.-U. (Veuillez préciser Province/État)  
Europe  
Asie/Pacifique Sud  
Moyen-Orient  
Australie/Nouvelle-Zélande  
Amérique centrale/latine  
Autre (veuillez préciser)  
Refus

[IF CANADA OR USA IN C1, SHOW]

Vos commentaires et opinions nous sont très précieux. Si vous répondez au sondage, votre nom sera inscrit à un tirage et vous aurez la chance de gagner un des cinq prix en argent de 100 \$.

[INFORMATION SCREEN - ALL]

Vos commentaires sur l'expérience que vous avez vécue ou des renseignements sur les problèmes que vous avez rencontrés lors de votre excursion sur la rivière sont très utiles pour les gestionnaires du parc.

Les questions suivantes portent sur votre plus récente excursion sur la rivière de la RPN Nahanni. Même si vous avez visité la RPN Nahanni à d'autres occasions, veuillez ne tenir compte que de votre dernière visite lorsque vous répondez aux questions de la présente section.

A1. Est-ce que c'était votre première visite à la réserve de parc national Nahanni? *Veuillez ne choisir qu'une seule réponse.*

Oui  
Non

A2. L'avez-vous visité... *Veillez ne choisir qu'une seule réponse.*

Pendant une seule journée (c.-à-d. que vous n'avez pas passé la nuit dans le parc)

Pendant plusieurs journées (c.-à-d. que vous avez passée une ou plusieurs nuits dans le parc)

[IF OVERNIGHT VISITOR IN A2, ASK Q3. OTHERWISE SKIP TO A4a]

A3. Était-ce dans le cadre d'une... *Veillez ne choisir qu'une seule réponse.*

Visite guidée

Visite privée

A4a. Dans l'ensemble, tout bien considéré, dans quelle mesure êtes-vous satisfait de votre plus récente visite à la réserve de parc national Nahanni? Veuillez répondre sur une échelle de 1 à 5, où 1 signifie que vous avez été « Pas du tout satisfait(e)», et 5, « Très satisfait(e)». *Veillez ne choisir qu'une seule réponse.*

1 – Pas du tout satisfait(e)

2

3

4

5 – Très satisfait(e)

Ne sait pas

A4b. Sur la même échelle de 1 à 5, veuillez indiquer dans quelle mesure vous êtes satisfait de chacun des aspects suivants de votre plus récente visite à la réserve de parc national Nahanni. *Veillez sélectionner une seule réponse par rangée.*

[COLUMNS]

1 – Pas du tout satisfait(e)

2

3

4

5 – Très satisfait(e)

Ne sait pas

[ROWS]

L'état des installations du parc dans l'ensemble

Le personnel de la réserve de parc national Nahanni dans l'ensemble

Le fait que votre visite ait répondu à vos attentes

A5. Auxquelles des activités d'interprétation suivantes de la réserve de parc national Nahanni avez-vous pris part lors de votre plus récente visite? *Veillez choisir toutes les réponses qui s'appliquent.*

[IF DAY VISITOR IN A2, SHOW]

Randonnée guidée à la chute Virginia

Aucune

Ne sait pas

[IF OVERNIGHT VISITOR IN A2, SHOW]

Randonnée guidée à la rivière Rabbitkettle



Randonnée guidée à la chute Virginia

Programme de feu de camp à la chute Virginia – dirigé par du personnel de Parcs Canada en uniforme

Programme de feu de camp à la chute Virginia – dirigé par un guide culturel de la communauté

Aucune

Ne sait pas

[IF NONE/DON'T KNOW, SKIP TO A22. OTHERWISE CONTINUE.]

A6. Avant d'arriver au parc, saviez-vous que la réserve de parc national Nahanni offrait des activités d'interprétation? *Veillez ne choisir qu'une seule réponse.*

Oui

Non

Ne sait pas

[IF NO/DON'T KNOW IN A6, SKIP TO A8. OTHERWISE CONTINUE.]

A7. Comment avez-vous découvert les activités d'interprétation de la réserve de parc national Nahanni avant d'arriver au parc? *Veillez choisir toutes les réponses qui s'appliquent.*

Vous aviez déjà visité le parc

Amis ou membres de la famille qui y sont déjà allés

Journal, magazine, guide ou carte

Groupe ou club d'intérêt spécial

Pourvoyeur/entreprise de guides

Entreprise de transport aérien

Site Web de la RPN Nahanni

Réponses à vos questions sur la RPN Nahanni au téléphone

Trousse d'information de la RPN Nahanni (par la poste)

Guide de la rivière Nahanni-Sud de la RPN Nahanni

Autre information de Parcs Canada

Information touristique du gouvernement des Territoires du Nord-Ouest

Information touristique du gouvernement du Canada

Autre (veuillez préciser)

Ne sait pas

[SKIP TO A9]

A8. Comment avez-vous découvert les activités d'interprétation de la réserve de parc national Nahanni après être arrivé au parc? *Veillez choisir toutes les réponses qui s'appliquent.*

Signalisation ou affiches

Amis/membres de la famille

Pourvoyeur/entreprise de guides

Entreprise de transport aérien

Au moment d'entrer ou d'obtenir les indications auprès du personnel du parc

Ailleurs auprès du personnel du parc

Autres visiteurs du parc

Autre (veuillez préciser)

Ne sait pas/ Ne me souviens pas

[IF DON'T KNOW IN A6, SKIP TO A9. OTHERWISE CONTINUE]

A9. Qu'est-ce que vous avez **aimé le plus** du/de la [INSÉRER UNE ACTIVITÉ DE LA A5, DEMANDER POUR CHAQUE ACTIVITÉ CHOISIE À LA A5]?

[OPEN END, UNFORCED]

A10. Qu'est-ce que vous avez **aimé le moins** du/de la [INSÉRER UNE ACTIVITÉ DE LA A5, DEMANDER POUR CHAQUE ACTIVITÉ CHOISIE À LA A5]?

[OPEN END, UNFORCED]

A11. Dans l'ensemble, les activités d'interprétation auxquelles vous avez pris part lors de votre plus récente visite ont-elles répondu à vos attentes? *Veillez ne choisir qu'une seule réponse.*

- Oui
- Non
- Plus ou moins
- Ne sait pas

[IF NO/SOMEWHAT IN A11, ASK A12. OTHERWISE SKIP TO A13]

A12. Pourquoi les activités d'interprétation n'ont-elles pas répondu à vos attentes?

[OPEN END, UNFORCED]

A13. Sur une échelle de 1 à 5, où 1 signifie « fortement en désaccord », et 5, « fortement d'accord », dans quelle mesure êtes-vous d'accord pour dire que les activités d'interprétation de la RPN Nahanni étaient : *Veillez sélectionner une seule réponse par rangée.*

- 1 – Fortement en désaccord
- 2
- 3
- 4
- 5 – Fortement d'accord
- Ne sait pas

[ROWS, RANDOMIZE]

- Authentiques (c.-à-d. qui reflétaient la réalité)
- Novatrices (c.-à-d. créatives, inventives)
- Mémorables (c.-à-d. dont vous garderez un bon souvenir)

A14. Sur une échelle de 1 à 5, où 1 signifie « pas du tout importantes », et 5, « très importantes », dans quelle mesure les activités d'interprétation auxquelles vous avez pris part ont-elles été importantes dans votre expérience au RPN Nahanni en général?

[COLUMNS]

- 1 – Pas du tout important
- 2
- 3

4

5 – Très important

Ne sait pas

A15. Sur une échelle de 1 à 5, où 1 signifie « pas du tout », et 5, « beaucoup », dans quelle mesure le fait de prendre part au/à la [INSÉRER UNE ACTIVITÉ DE LA A5, INSÉRER TOUTES LES ACTIVITÉS CHOISIES À LA A5] a-t-il **amélioré vos connaissances** de chacun des éléments suivants. *Veillez sélectionner une seule réponse par rangée.*

[PROGRAMMS]

Randonnée guidée à la rivière Rabbitkettle

Randonnée guidée à la chute Virginia

Programme de feu de camp à la chute Virginia – dirigé par du personnel de Parcs Canada en uniforme

Programme de feu de camp à la chute Virginia – dirigé par un guide culturel de la communauté

[ROWS, RANDOMIZE]

Les caractéristiques naturelles de la RPN Nahanni

Les caractéristiques culturelles de la RPN Nahanni

Le partage de l'administration de la RPN entre les Premières nations Dehcho et Parcs Canada

La signification du RPN Nahanni pour les Autochtones de la région

[COLUMNS]

1 – Pas du tout

2

3

4

5 – Beaucoup

Ne sait pas

Ne s'applique pas

A16. Sur une échelle de 1 à 5, où 1 signifie « pas du tout », et 5, « beaucoup », dans quelle mesure le fait de prendre part au/à la [INSÉRER UNE ACTIVITÉ DE LA A5, INSÉRER TOUTES LES ACTIVITÉS CHOISIES À LA A5] a-t-il **accru votre respect** pour chacun des éléments suivants. *Veillez sélectionner une seule réponse par rangée.*

[PROGRAMMS]

Randonnée guidée à la rivière Rabbitkettle

Randonnée guidée à la chute Virginia

Programme de feu de camp à la chute Virginia – dirigé par du personnel de Parcs Canada en uniforme

Programme de feu de camp à la chute Virginia – dirigé par un guide culturel de la communauté

[ROWS, RANDOMIZE]

Les caractéristiques naturelles de la RPN Nahanni

Les caractéristiques culturelles de la RPN Nahanni

Le partage de l'administration de la RPN entre les Premières nations Dehcho et Parcs Canada

La signification du RPN Nahanni pour les Autochtones de la région

[COLUMNS]

- 1 – Pas du tout
- 2
- 3
- 4
- 5 – Beaucoup
- Ne sait pas
- Ne s'applique pas

A17. Quels sont les messages les plus importants que vous avez retenus de votre participation au/à la [INSÉRER UNE ACTIVITÉ DE LA A5, INSÉRER TOUTES LES ACTIVITÉS CHOISIES À LA A5]?

[OPEN END, UNFORCED]

A18. La culture autochtone locale était-elle présentée dans les programmes d'interprétation auxquels vous avez pris part? *Veillez sélectionner une seule réponse par rangée.*

[ROWS, INSERT PROGRAMS SELECTED IN A5]

Randonnée guidée à la rivière Rabbitkettle

Randonnée guidée à la chute Virginia

Programme de feu de camp à la chute Virginia – dirigé par du personnel de Parcs Canada en uniforme

Programme de feu de camp à la chute Virginia – dirigé par un guide culturel de la communauté Virginia Falls Campfire Program – led by a community cultural demonstrator

Programme de feu de camp à la chute Virginia – dirigé par un guide culturel de la communauté

[COLUMNS]

Oui

Non

Ne sait pas/Ne me souviens pas

A19. Sur une échelle de 1 à 5, où 1 signifie « pas du tout importante », et 5, « très importante », dans quelle mesure l'interprétation de la culture autochtone locale a-elle été importante dans votre expérience au RPN Nahanni en général? *Veillez ne choisir qu'une seule réponse.*

- 1 – Pas du tout importante
- 2
- 3
- 4
- 5 – Très importante
- Ne sait pas

A20. Avez-vous déjà pris part à d'autres activités d'interprétation autochtones dans d'autres parcs, sites historiques ou centres d'interprétation, n'importe où dans le monde?

- Oui
- Non
- Ne se souvient pas

[IF YES IN A20, CONTINUE. OTHERWISE, SKIP TO A22]

A21. Que ce soit à la réserve de parc national Nahanni ou ailleurs, qu'est-ce que vous avez aimé le plus des activités d'interprétation autochtones auxquelles vous avez pris part? Avez-vous des suggestions pour améliorer les activités d'interprétation de la RPN Nahanni?

[OPEN END, UNFORCED]

A22. En ce qui concerne votre visite de la réserve de parc national Nahanni dans l'ensemble, s'il y a lieu, qu'est-ce que le parc aurait pu faire pour améliorer votre visite? Pour terminer, aimeriez-vous ajouter des commentaires sur la réserve de parc national Nahanni?

[OPEN END, UNFORCED]

[IF DAY USER IN A2, SKIP TO C1. OTHERWISE CONTINUE.]

## Section 2 – Interactive Map

[INFORMATION SCREEN]

La RPN Nahanni est l'un des premiers parcs nationaux à utiliser une carte interactive pour recueillir des renseignements sur les habitudes d'utilisation et les activités des visiteurs du parc. Même si ces renseignements ont été recueillis sur le formulaire de désinscription, nous vous demandons de bien vouloir répondre à cette question et de nous fournir ensuite vos commentaires sur la carte interactive.

[INSERT MAP]

B2. Avez-vous des commentaires à formuler concernant l'utilisation de ce genre de technologie pour saisir des renseignements sur votre excursion?

[OPEN END, UNFORCED]

## Section 3 – Demographics

Voici quelques dernières questions pour aider les gestionnaires du parc à en savoir plus sur les visiteurs de la réserve de parc national Nahanni. Veuillez noter que toutes vos réponses seront tenues strictement confidentielles.

C2. Inscrire le sexe.

- Homme
- Femme

C3. En quelle année êtes-vous né?

[NUMERIC RESPONSE: 1900-1990]

C4. Quel est le niveau de scolarité le plus élevé que vous avez terminé?

Études secondaires en partie ou moins

Diplôme d'études secondaires

Études collégiales ou techniques en partie

Diplôme d'études collégiales ou techniques

Études universitaires de 1<sup>er</sup> cycle en partie

Diplôme d'études universitaires de 1<sup>er</sup> cycle

Études universitaires de 2<sup>e</sup> ou de 3<sup>e</sup> cycle en partie

Diplôme d'études universitaires de 2<sup>e</sup> ou de 3<sup>e</sup> cycle

Refus

**Merci de votre participation à ce sondage de Parcs Canada! Les Parcs Canada directeurs apprécient votre feed-back.**