

Queen Charlotte Track User Research 2004-2005

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Guided party resting on Tawa Saddle. Photo P. Sutton

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Abstract

The Queen Charlotte Track follows a 71km route along Queen Charlotte Sound and has become one of the iconic walks of the Nelson/Marlborough Region. Increasing popularity of this track has resulted in the potential for crowding and sustainability issues. In this research a survey of 2,068 track users was conducted, covering a twelve month period over 2004-2005. The aim was to identify current issues and to assist in planning for sustainable management of future growth.

The survey returns indicate that track characteristics including available accommodation and services, combined with multi-use options attract a significant number of users who are comfort seekers and socially motivated. Users report high levels of satisfaction and low perceptions of crowding which indicate the potential for a higher carrying capacity with respect to these two measures. The uni-directional nature of most track use contributes to this outcome. The accommodation and service providers play an important role in regulating track use and capacity.

Conflict exists between user types at low levels as do issues with other stakeholders, especially private land owners. The provision of facilities is a key issue for users and other stakeholders.

Keywords: Queen Charlotte Track, visitor survey, motivations, expectations, conflicts, mountain biking.

1. Introduction

In recent years the Queen Charlotte Track has become iconic to the Marlborough Sounds region and rates with the 'Great Walks' of New Zealand. Running for 71km along the coastline of Queen Charlotte Sound from historic Ship Cove at the outer end, to Anakiwa, it follows a route that is a mixture of coastal and ridgeline benched track offering a range of scenic and recreational experiences. As with many other outdoor recreational resources in New Zealand, changing tourism and recreational patterns have impacted on the popularity and usage of the Queen Charlotte Track ('the track'), necessitating the user research summarised in this report.

1.1 BACKGROUND

Compared to most of the other popular tracks administered by the Department of Conservation (DOC) the Queen Charlotte Track differs in its central location, relative ease of access, variety of available accommodation and general track standard. The only accommodation provided by DOC on the track is campsites (no DOC huts) but the route passes many commercial facilities, ranging from backpacker lodges to five star motel/hotel accommodations.

A number of water transport operators service the track providing drop-off and pick-up points at almost any of the bays and resorts. Several of these provide a luggage transport service, which enables users to experience any, or all, of the track without having to carry a full pack. Water transport operators and general tourist operators market packages that include a variety of track experiences from short stay sightseeing through to full track trips. Other Marlborough Sounds related tourist activities such as historic and eco-tourism experiences may also be combined with track use.

The Queen Charlotte Track is a multi-use resource with options including hiking (with or without pack) mountain biking and kayaking, with any combination of these possible. The outer portion of the track (from Ship Cove to Endeavour Inlet) is closed to bikers for three months over the summer period but the majority is available for this purpose all year round. All of these activities can also be undertaken in guided parties through local adventure tourism operators.

All these factors, along with general trends in tourism and recreation, have resulted in steady and significant increases in track usage over six years (Table1.)

TABLE 1. QUEEN CHARLOTTE TRACK USER COUNTS 1998 - 2004¹

| YEAR | TRACK NUMBERS |
|------|----------------------------|
| 2004 | 30,000-33,000 ² |
| 2003 | 30,115 |
| 2002 | 36,260 |
| 2001 | 25,029 |
| 2000 | 25,849 |
| 1999 | 15,459 |
| 1998 | 13,477 |

Predictions for tourism expenditure growth (Table 2.) in the Marlborough Region mirror national trends. This supports expectations that demand for recreational use of the Marlborough Sounds region and the trends in track use are likely to continue for the foreseeable future.

TABLE 2. VISITOR EXPENDITURE GROWTH PREDICTIONS 2004 - 2011³

| | TOTAL GROWTH | ANNUAL GROWTH | 2011 VALUE |
|-------------------------------|--------------|---------------|----------------|
| International Visitors | | | |
| Marlborough | 49% | 5.9% | \$125 million |
| New Zealand | 52% | 6.2% | \$9.6 billion |
| Domestic Visitors | | | |
| Marlborough | 29% | 3.7% | \$218 million |
| New Zealand | 29% | 3.7% | \$9.29 billion |

Management of the track is also influenced by the variety of land tenure, including significant privately owned land in close proximity to the track or through which it passes. As the number of track users increases, and the patterns of land ownership and use change, there is a perception of issues arising between track use and other stakeholders. The commercial operators who derive income directly or indirectly from track use are influential in driving some of these changes. The track users themselves are both drivers and recipients of changes to the track environment, which in the perception of some are degrading the experience. The issues therefore are primarily social, resulting from interactions within, and between stakeholder groups.

¹ Source DOC – Nelson Marlborough Conservancy

² R. Grose personal communication. The 2004 figure is an estimate due to problems with the reliability of the track counting technology.

³ Source Tourism Research Council

The framework of this study is one of social assessment⁴ that might lead to planning and management in response to social change. Central to this is the concept of Sustainable Visitor Capacity (SVC) or the 'carrying capacity' of the track, which is the type and level of use possible, without damage to the biophysical environment, or reducing the quality of the user experience.

1.2 OBJECTIVES

The main purpose of this study is to profile track users and to define factors that influence usage levels and impact on user experience. A secondary purpose is to investigate other issues for consideration in future track management.

Identification of:

- demographic profile of users including country of origin, gender and age;
- types of track use with respect to duration, method of travel and accommodation;
- motivations of track users and expectations of their experience;
- aspects of user experiences that contribute to satisfaction and enjoyment;
- causes of dissatisfaction experienced by users;
- perceptions of crowding by track users;

and

- Issues from the perception of other stakeholders
- General issues arising from patterns of track use that may contribute to track management.

⁴ Taylor, Bryan, Goodrich 1990 Chap. 4

2. Survey Methodology

In determining an appropriate methodology consideration was given to relative benefits of quantitative and qualitative survey techniques. The two are not necessarily dichotomous⁵ and the choice for the main survey was questions that could lead to both quantitative and qualitative analysis. The former lends itself to closed, choice type questioning but with the risk of directing or limiting responses. Open type questions, despite making quantitative analysis more difficult have been found to be more likely to elicit responses that are high in the consciousness of the user⁶. The survey method used closed, choice type questions for objective information regarding demographics and user type, combined with open questioning of motivations, satisfactions and issues.

Information about stakeholders was collected through informal interviews.

2.1 SURVEY FORMAT AND ADMINISTRATION

The main survey consisted of two forms, pre-visit questions (**Appendix 16**) focussing on demographics and motivations/expectations, and a post-visit form (**Appendix 17**) inviting comments on satisfactions, dissatisfactions and user interaction issues.

Survey forms were, for the most part, self administered but with the co-operation and assistance of accommodation and water transport providers. This enabled the survey to be run for a full year with a large sample size, but reduced the confidence of it being completely representative of users.

2.1.1 Preliminary survey

A preliminary survey was carried out over the 2004 Easter holiday partly to test survey methodology. This involved survey personnel stationed at Ship Cove (Good Friday to Easter Sunday) and Anakiwa (Friday and Saturday). Over this period survey forms were also applied to a sample of track users travelling on Cougar Line vessels.

At Ship Cove a count was made of vessels visiting and track users arriving. Track users were briefly interviewed to determine user type, party number, country of origin and intended route. Head count data was correlated against the track counter situated on the track above the cove. Users were also invited to complete a pre-visit survey form if they had not already completed it on the water taxi.

⁵ Taylor, Bryan, Goodrich 1990 Chap. 7

⁶ S. Sutton 2004, personal communication

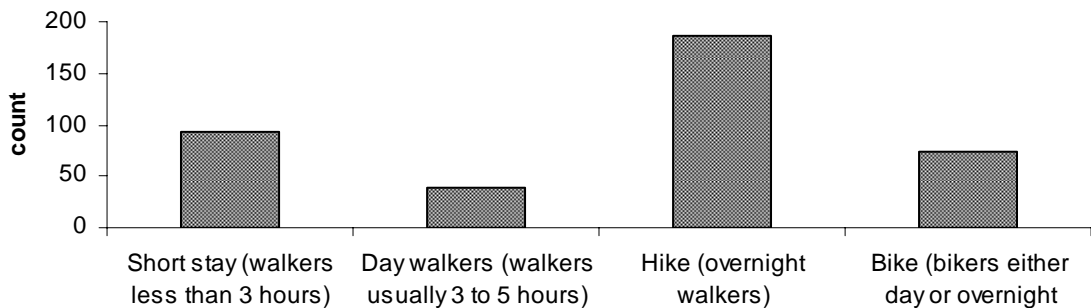
At Anakiwa a count of users and user **type** was carried out and users invited to complete post-visit survey forms. Users were monitored while completing the survey to identify any issues with the form and to verify the information supplied.

Analysis of the data and forms collected in this preliminary study indicated that a smaller portion of users were likely to complete both forms than had been hoped for. As a result the post visit form was modified to include more demographic information so that it would be of more value on its own, without making it too long (more than one page).

2.1.2 Preliminary survey results

Over a three day period 391 people arrived at the Ship Cove wharf and of these 296 moved on to make some use of the track⁷. The balance (98) were short-stay visitors to Cook’s monument (some walking to view the waterfall) who left on the same or later vessels. Of the track users (Figure1.) the majority (62%) were hikers (2 or more days) with bikers making up 24% and the balance (13%) being day walkers.

FIGURE 1. ARRIVALS AT SHIP COVE FOR THREE DAYS – EASTER 2004



A range of final destinations was indicated (Table 3.) but the majority of multi-day users (72%) intended to complete the whole track with Anakiwa as their exit point. Endeavour Inlet (Furneaux Lodge) was the most popular destination for day-trippers. Most multi-day users (94%) were making use of luggage transfer services provided by water transport operators with only a small proportion carrying packs. There was little difference between hikers (93%) and bikers (95%) for this statistic.

⁷ not included are 3 who hiked to Cape Jackson

TABLE 3. DESTINATION OF ARRIVALS AT SHIP COVE, OVER EASTER 2004 (THREE DAYS)

| DESTINATION | FREQUENCY | % |
|----------------------------|-----------|--------|
| Anakiwa | 214 | 72.3% |
| Bay of Many Coves | 2 | 0.7% |
| Camp Bay | 3 | 1.0% |
| Endeavour Inlet (Furneaux) | 42 | 14.2% |
| Mistletoe Bay | 12 | 4.1% |
| Portage (Torea) | 12 | 4.1% |
| Punga Cove | 3 | 1.0% |
| Resolution Bay | 8 | 2.7% |
| Total | 296 | 100.0% |

Of the 90 parties that passed through Ship Cove onto the track only two were guided. These were a group of five on a day walk to Furneaux Lodge (Endeavour Inlet) and a party of 13 taking four days to hike the full track. From the three day sample, guided track users made up six percent of users and none of these were carrying packs.

The gender composition of the 296 track users was weighted slightly towards females (52%) but analysis of party composition (Table 4) indicates that the difference may be more significant. Of the 90 parties passing onto the track the majority (75.5%) were mixed parties but there were twice as many all female groups (including four solo women) as there were all male groups.

TABLE 4. GENDER COMPOSITION OF TRACK USER PARTIES EASTER 2004

| GENDER COMPOSITION | NO. OF PARTIES | % |
|--------------------|----------------|--------|
| All male | 7 | 7.8% |
| All female | 15 | 15.7% |
| Mixed | 68 | 75.5% |
| Total | 90 | 100.0% |

Comparisons of the data collected by observation with reading of the track counter situated a short distance up the track from ship cove indicated that the counter was under reporting by an average of 38% over the three days.

Preliminary observations at Anakiwa were not carried out over complete days but did provide indicative data with respect to movement patterns at that end of the track (Appendix 2). The majority of visitors would be classified as short-stay, taking short walks of between 30 minutes and 3 hours (Table 5). A small portion of the traffic comprised track users who had completed all or part of the track, and who usually reached Anakiwa between 2pm and 4pm.

Another significant group were short stay visitors or day trip bikers who completed return trips for varying distances along the track, or a circuit to Mistletoe Bay by road and back along the track. The combination of these groups and multi-day hikers and bikers contribute to greater traffic on the Anakiwa end than over the rest of the track. This corresponding crowding effect is increased by two-way traffic and the slower pace of short stay visitors, often with children.

TABLE 5. TRACK USER TYPE TYPES OBSERVED AT ANAKIWA EASTER 2004 (TWO DAYS)

| USER TYPE | BIKE | HIKE | RUN | TOTAL |
|----------------------|------|------|-----|-------|
| Day trip > 3hours | 11 | 59 | | 70 |
| Multi day | 8 | 16 | | 24 |
| Short stay < 3 hours | 8 | 75 | 1 | 84 |
| Unknown | 2 | | | 2 |
| Total | 29 | 150 | 1 | 180 |

For the purposes of survey administration it was observed that many visitors stopped at the kiosk (shelter) at the Anakiwa car park. Those who had completed a multi-day walk often waited here for boat transport, or paused before walking to the Tirimoana wharf. The kiosk was therefore identified as a suitable location to dispense survey forms.

2.1.3 Duration and coverage of survey

The survey started at Easter 2004 and ran until Easter 2005 to cover a complete 12 month period. Key survey points were serviced regularly, at least weekly (some more frequently) over the summer period and less frequently over quieter periods. This was to ensure that supplies (survey forms, pens and clipboards) did not run out and quickly identify issues that might compromise the validity of the survey (e.g. vandalism) at unstaffed sites.

2.1.4 Survey administration points

Pre-visit forms are principally administered by two water taxi operators who transport the majority of track users onto the track. Pre-visit forms were also available via a dispenser at the Anakiwa shelter which captured day users at that end. Post-visit forms are available on the same water taxi operator's vessels, two backpacker hostels, a track end coffee shop, the Anakiwa shelter dispenser and The Yacht Club Hotel bar (see map Figure 2.). For part of the year a dispenser was placed on the Furneaux Lodge wharf⁸ to capture day-trippers using the outer (Ship Cove-Endeavour Inlet) portion of the track.

⁸ Alternate survey methods were introduced following the withdrawal of support by a water transport operator.

Endeavour Express. All company vessels carried both survey forms and skippers invited passengers to complete them. During the busier seasons vessels carried hostesses who would administer forms as time allowed. The survey point proved to be the most effective for pre-visit forms.

Cougar line. Similar to Endeavour Express but this company withdrew support for the survey in October due to issues with DOC (not directly related to the survey). As day-trippers on the Ship Cove – Endeavour Inlet section constitute an important portion of their passengers this company agreed to administer the post-visit form for a period over January and February to help fill an identified gap in survey coverage.

Anakiwa shelter. A dispenser for both pre-visit and post-visit forms was mounted on the wall of the 'Kiosk' shelter situated by the car park at the Anakiwa end of the track. Many track users were observed to stop here on completing the track. This point was less successful at capturing bikers who often did not stop. This survey point also captured a sample of the many short stay visitors who use the section of the track between Anakiwa and Davies Bay. The dispenser was serviced weekly over most of the year (with assistance of the nearby coffee shop in summer). This point operated for the entire survey with the exception of two periods of 3-4 days following vandalism.

Furneaux Lodge. A self administration dispenser for post-visit forms was mounted on the wharf targeting day trippers from Ship Cove. This was first installed in June after a gap in this user group was identified but was removed in September after it appeared to have been vandalised. It was reinstalled for the busy summer period (January – February).

Portage Hotel. This was trialled as a survey point in April 2004 but was found to be ineffective. It did not appear to capture user groups that were not adequately covered elsewhere.

Villa Backpackers – Picton. This is a popular provider of backpacker accommodation in Picton which promotes track experiences. Clients are offered a luggage storage facility while on the track. Survey forms were available at the reception area and returning track users were invited to complete them.

Blistered Foot Café. This is a small café situated at Tirimoana, approximately 1km along the road towards Picton from the Anakiwa track end. Several water transport operators use the wharf at Tirimoana and some waiting track users frequent the café. The operators invited patrons to complete post-visit forms. Most respondents at this point were hikers but a small number of bikers were surveyed (5) here.

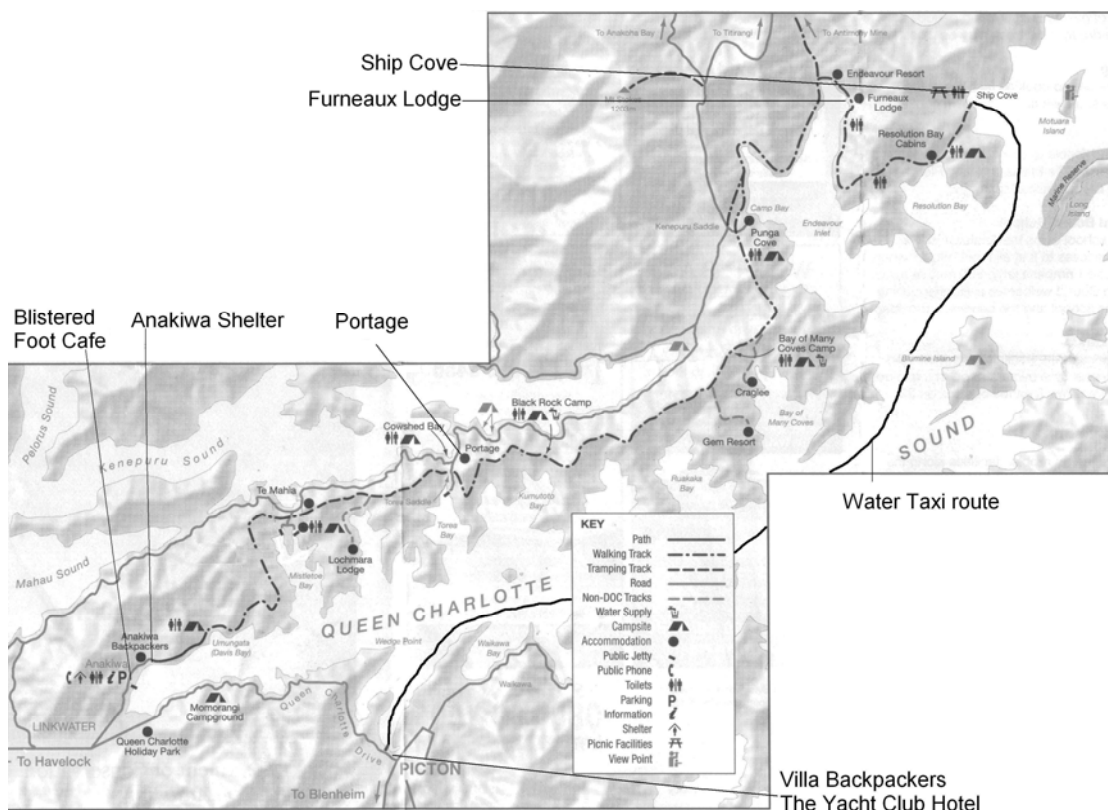
This facility was closed from mid June through to October.

The Yacht Club. Track users returning on the main water taxis vessels were given a voucher for a free drink at The Yacht Club Hotel subject to their completing a post-visit survey at the bar. Vouchers started in September and ran for two months until Cougar line (the main voucher distributor) withdrew support for the survey. This survey point was effective in surveying bikers who may have bypassed the Anakiwa shelter.

Endeavour Express and Anakiwa Shelter were the most effective survey points.

These locations appeared to elicit responses from a cross-section of track users, but may not be truly representative of all track users. There is a higher confidence in the representation of user types in the pre-visit survey due to the use of water taxis to administer the forms. Most users take some form of water transport to the start of their experience, with the exception of day trippers at the Anakiwa end. The use of water transport operators to distribute forms is likely to adequately sample most user types.

FIGURE 2. MAP OF QUEEN CHARLOTTE SOUND SHOWING KEY SURVEY COLLECTION POINTS



The Anakiwa shelter survey point appears to have been successful in capturing a representative sample of foot traffic at that end of the track. Cyclists however seem to be under represented in the post-trip responses due to their tendency not to stop at the shelter. This was offset in part by forms available at the Blister Foot coffee shop at Tirimoana where cyclists were inclined to stop and by email responses. There was limited success in using water transport providers to administer post-trip forms, especially from proximal pick-up points due to the boat trip being relatively short and users being less receptive to the invitation. The exception to this was day-trippers returning from Endeavour Inlet for whom these limitations were less applicable.

In addition to the survey form distribution methods outlined respondents to the pre-visit survey were given the option of providing an email address. For those who did, and had not already completed a post-visit form, one was emailed to them. Of these 35 responded, the majority within 5 days.

2.2 RESPONSES

A total 2,370 forms were completed during the year of the study represent 2,068 respondents, of which 302 completed both pre- and post-visit forms (Table 6). The small proportion that completed both probably results from the self administration method of much of the survey application and the variety of entry and exit points available. Estimates of total track use are problematic due to issues with the accuracy of track counter statistics. It is therefore difficult to determine the exact proportion of users surveyed. The methodology and returns of the survey suggest that it successfully focussed on users of the track proper (single and multi-day) with a small proportion of short-stay visitors. Assuming annual total visitor numbers for the year of 30,000 – 35,000, of which 10,000 – 12,000 might be short-stay visitors, then a total between 20,000 and 22,000 might be expected to have completed a portion of the track⁹. If this is the case then the survey is likely to have captured between 8% and 10% of those travelling a significant part of the track.

TABLE 6: TALLY OF COMPLETED SURVEY FORMS

| SURVEY FORMS | | TALLY |
|--------------------|--|-------|
| Both Pre- and Post | | 302 |
| Pre-visit only | | 741 |
| Post-visit only | | 1,025 |
| Total | | 2,068 |

| COMBINED TALLY | |
|----------------|-------|
| Pre-visit | 1,043 |
| Post-visit | 1,327 |
| Total | 2,370 |

⁹ For the purposes of this study the focus is those users who travel a 'significant portion of the track' and are likely to be those who enter and exit at different points. This is compared to short stay visitors who spend less than 3 hours and usually enter and exit at the same point and travel a small portion of the track. Short stay visitors are assumed to have minimal impact on the experience and issues associated with travellers of the track.

The most successful survey points were Anakiwa shelter and Endeavour Express for pre-visit forms and Anakiwa and The Blistered Foot (Tirimoana) for post-visit forms (Table 7).

TABLE 7. SURVEY CAPTURE POINT RETURN SUMMARY

| SURVEY CAPTURE POINT | AVAILABLE | PRE-VISIT | POST-VISIT |
|-----------------------|-----------------------------------|-----------|------------|
| Anakiwa shelter | All year | 368 | 602 |
| Blistered Foot | May – June, November – March | 2 | 171 |
| Cougar line | April – October + January 05 | 34 | 63 |
| Email | All year | | 37 |
| Endeavour Express | All year | 559 | 76 |
| Fax | All Year | 1 | 3 |
| Furneaux Lodge | July – August, January – February | 1 | 30 |
| Portage | April | 10 | |
| Postal | All year | 9 | 1 |
| The Yacht Club | September – October | | 38 |
| Verbal | | 1 | |
| Villa Backpackers | All Year | 8 | 30 |
| Wedgwood House | November – April | 1 | |
| Unknown ¹⁰ | | 49 | 276 |
| Total | | 1,043 | 1,327 |

2.3 DATA PROCESSING

Objective data was coded as per the selections offered on the survey forms. Open questions were coded according to common answer types, and in addition specific comments being recorded, especially when these provided information or opinion that might be lost in coding.

2.4 INTERVIEWS WITH STAKEHOLDERS

Although the primary objects of this research relate to track users themselves the views and opinions of other key stakeholders were also canvassed. A formal survey of landowners was proposed but deemed inappropriate as, at the time of the track user survey, negotiations were underway with respect to formalising access to private land.

¹⁰ During the early part of the survey it was not apparent that tracking capture points might be important. The use of volunteers to service survey points also resulted in loss of some capture point information.

While administering the track user survey, opportunities to canvas the views of other stakeholders were taken as they arose. A selection of private land owners, accommodation providers, transport operators and other interested parties were interviewed in this way. As no objective sampling technique was applied to this portion of the research, and with the sample size being small, the views reported cannot be considered representative of all, or any stakeholder group. They do however complement the track user views and opinions, and add to the value of the research.

2.5 LIMITATIONS

Although the survey was conducted with the aim of obtaining a representative sample of all types of track user for a full year, the methods employed to distribute and collect survey forms mean that this cannot be assured. Support from different operators varied throughout the survey period. Some limited operations over the winter period, or in the case of The Blistered Foot, closed altogether. Operators were visited regularly but despite expressions of continued good will, returns suggest they were not consistent in applying the survey to customers. The withdrawal of Cougar Line reduced the coverage of day trippers to the Ship Cove – Endeavour section, for both pre- and post-visit surveys. This was partly addressed by a focus on these users (by Cougar Line) over January and February.

Few guided users are included in the survey data as these did not appear to be picked up by either the survey forms or the collection points. Approaches to one of the main guiding companies received a positive response but did not result in any completed forms. No operators were forthcoming with data relating to guided parties, due probably to commercial sensitivity. Observations made while managing the survey would indicate that guided parties make up only a small proportion of total track users.

When on-going monitoring of returns identified apparent gaps in coverage, either by location or user type, changes were made to attempt to address these. For this reason and others stated above the sampling method was not uniform throughout the survey. This is in part offset by the duration of the survey and the sample size (approximately 8% assuming annual usage of around 30,000)

3. User Profile

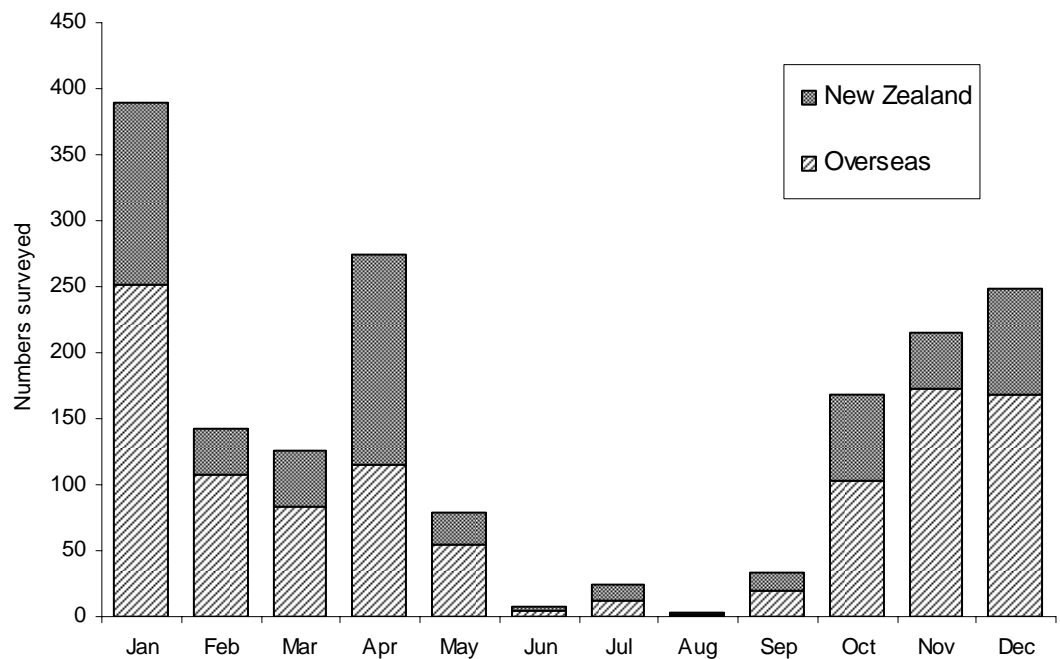
Analysis of users by demographic characteristic and type of track use is based on data generated from survey results as being representative of patterns in track use.

3.1 DEMOGRAPHIC INFORMATION

3.1.1 Nationality

Apart from April (and to a lesser extent January) the majority of track users surveyed were overseas visitors (64%) (Figure 3.). The two periods popular with New Zealanders correspond to the New Year and Easter holiday periods. The proportion of overseas users is higher than shown by a comparable study on the Abel Tasman Coast ¹¹ in which 55% of users were visitors to the country. This difference may be influenced by the factors such as location, access and accommodation which are discussed later.

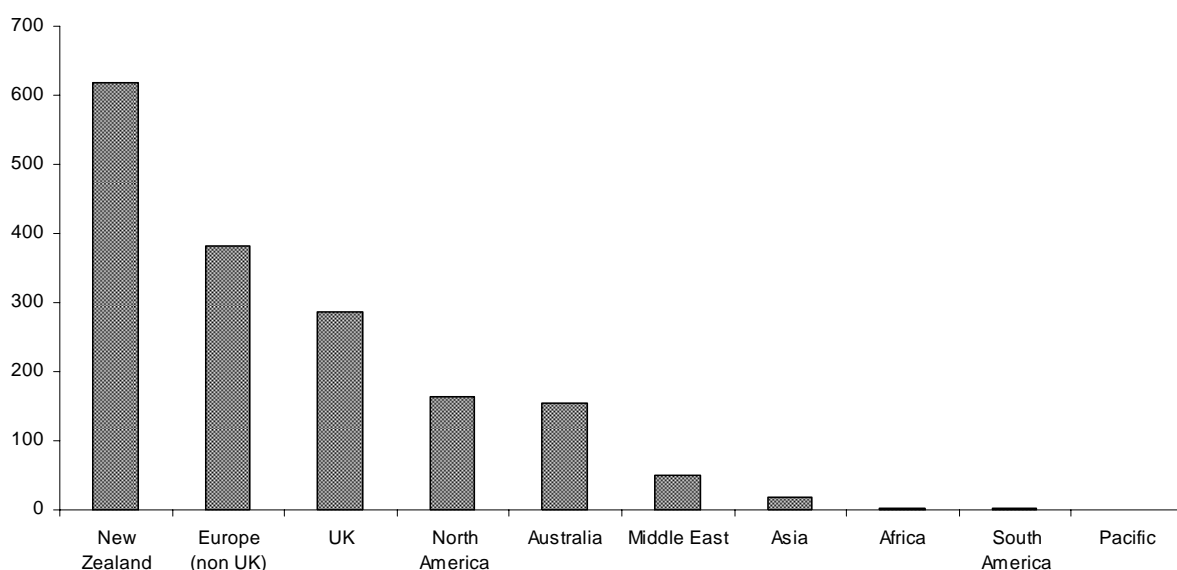
FIGURE 3. TRACK USE, NATIONALITY AND MONTH 2004-2005



¹¹ Parr, 2003

The data shows a significant shift in the balance between New Zealand and overseas track users in the last ten years. A 1994/1995 survey of track users¹² showed tourists made up only 35.6% of users surveyed at a time when total track use was estimated at only 12,000. A study of visitors to the Marlborough Sounds in 1984¹³, although wider in scope than the track user surveys, indicated overseas visitor proportion at 9.5%. The shift in the balance away from New Zealanders is more likely the result of increases in numbers of tourists than a decline in the popularity of the track to locals. In fact the contrary is likely to be the case as is discussed later in this document.

FIGURE 4. ORIGIN OF TRACK USERS BY GLOBAL REGION



The proportion of users from overseas shown by this study is less than the figure of 79% produced by the Economic Impacts¹⁴ survey carried out in February 2005. This difference may be attributable to the shorter sample period of the Butcher study (4-19 February) and the timing being outside the main New Zealand holiday periods. The presence of survey administrators for the Butcher study at two key data capture points for this study (Anakiwa and Endeavour Express) reduced the effectiveness of data collection for that two week period. However, of those surveyed for the whole of February the proportion of visitors was 75% percent which is comparable to the Butcher result.

Of overseas users for whom country of origin was identified (Figure 4.) the greater proportion were from the United Kingdom (27.0%) followed by Australia (14.5%), Germany (12.9%) and the United States (11.9%). (Appendix) These figures are comparable to those produced by the recent Abel Tasman survey but shows significant shifts compared to the 1994/1995 survey of this track. There have been

¹² Hill, 1995

¹³ Schellhorn 1984

¹⁴ Butcher Partners Ltd, 2005

increases in the proportions of users from the UK (up from 17.2%) and Australia (from 3.4% to 14.5%) and a corresponding decrease in Germans (down from 22.4%).

Shifts in the country of origin of overseas users may reflect patterns in tourism but are also likely to reflect changes in the type of user on the track resulting from facilities and services available (discussed later).

3.1.2 New Zealand Users

Of the 389 survey responders who indicated that they were New Zealand residents, (Table 8 and Appendix) and supplied a location, 231 (59%) were from the North Island. This being a larger proportion than South Islanders reflects the larger population base in the North but shows that the track is attracting users from across the country. The number of South Islanders, although smaller, is large compared with the corresponding population which may be a factor of proximity and familiarity.

TABLE 8. NEW ZEALANDERS BY REGION OF ORIGIN

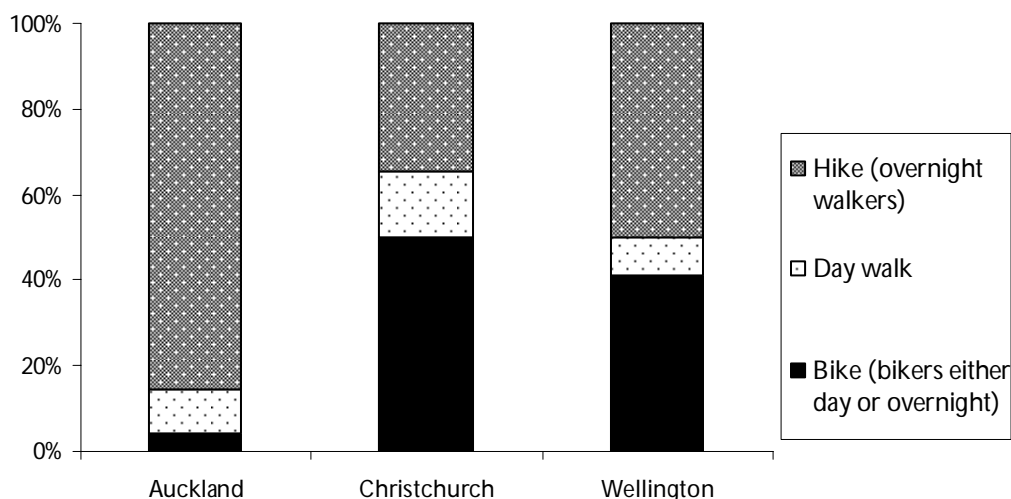
| REGION | COUNT |
|--------------------|-------|
| Auckland | 51 |
| Bay of Plenty | 16 |
| Canterbury | 71 |
| Hawkes Bay | 14 |
| Manawatu | 16 |
| Nelson/Marlborough | 60 |
| Northland | 9 |
| Otago | 19 |
| Southland | 2 |
| Taranaki | 27 |
| Waikato | 20 |
| Wellington | 76 |
| West Coast | 6 |

A total of 22 responses were provided by residents of Marlborough (mainly Blenheim) and these comprised a mix of trip types, lengths and durations. This represents 1% of the sample, considerably less than the 6% from 'within the region' shown by Butcher. The difference may in part be due to difference in survey administration. Residents of the region may be less inclined to complete a self administered survey form where as the Butcher survey employed interviewers.

Only three identified themselves as being 'local' to the track (Picton or Anakiwa) and these were day walkers. Anecdotal evidence suggests that local use of the track is higher than that represented by the survey. Residents on or near the track interviewed during the study indicated making regular use of parts of the track in ways that would be classified as short stay. This use is unlikely to have been picked up by this survey.

Analysis of the types of user from the three largest centres (Figure 5.) shows a high proportion of bikers amongst those from Christchurch (50%) and Wellington (41%) compared to the national proportion (25%).

FIGURE 5. NEW ZEALANDERS FROM THREE MAIN CITIES BY USER TYPE



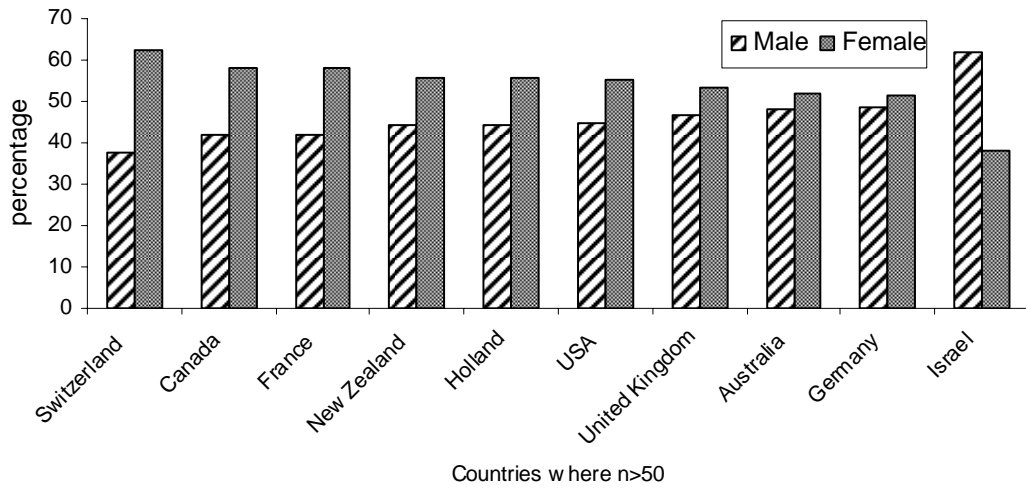
3.1.3 Gender

Survey responses frequently represented more than one person, and in some cases large parties. In most cases the sexes of those represented were identified, therefore the gender data in this report includes all individuals for who it could be identified (n = 2070). This is likely to reduce the bias possible if one gender in a group were more likely to complete the response form.

There is a higher proportion of females overall (55%) and for all main nationalities except Israelis (Appendix 4).

This differs from the 50:50 balance produced by both the 2002 Abel Tasman and 1995 Queen Charlotte Track surveys. This gender imbalance may be explained by a greater willingness on the part of women to complete the survey, but field observations suggest otherwise. The results of the preliminary survey (Table 4) are also consistent with this finding. Responses to the motivations questions in the survey (Appendix 7) indicate that a factor leading to the track attracting a higher proportion of females is a perception of safety or greater confidence.

FIGURE 6. GENDER PROPORTIONS BY COUNTRY



3.1.4 Age

TABLE 9. AGE

| AGE | PERCENTAGE |
|--------------------|------------|
| Less than 20 years | 9% |
| 20 – 39 years | 53% |
| 40- 59 years | 28% |
| 60+ years | 10% |

Age distribution of track users surveyed (Table 9.) is similar to the previously quoted Abel Tasman and Queen Charlotte Track studies. Field observations indicate that these data under-represent the numbers in the youngest and oldest categories. Greater numbers of children (less than 18 years) were observed than indicated by survey responses. This is not surprising as survey responses from family groups tend to come from adults in the group. Users represented in the 9% of under 20s' are predominantly those at the older end of this group (18-20). Two school groups of approximately 30 students were observed on the track during the study which were not proportionally represented in the returns, as were children in family groups. Similarly a large group (more than 30 people) comprising an older (aged sixty plus) walking group were observed on a day trip walking the outer portion of the track.

Apart from probable under-representation of the older and younger groupings, the majority of users fall into the 20-40 age bracket which includes the majority of tourists plus most of the bikers.

PICTURE 1. FAMILY GROUP COMPRISING THREE GENERATIONS WALKING THE WHOLE TRACK. PHOTO P. SUTTON



3.2 TRACK USAGE TYPES

A wide range of types of use is made of the track due to the length, quality and terrain of the track, accommodation options available and transport services provided. The two main user groups are hikers (a.k.a. trampers or overnight walkers) and bikers (one day or overnight trips), the majority of whom complete all or most of the track (Figure 7). Day trips are popular, especially over the sections at either end of the track. The option of having packs transferred by boat is popular and a portion of users choose to be guided. A small group of users chooses to use a mixture of modes of travel and/or of accommodation.

3.2.1 Main types of track use

The most common track use type surveyed was hikers taking 3-5 days to complete the whole track (Table 10) and these made up about 55% of users¹⁵. Day-trippers on the outer portion of the track (7%) and bikers completing the whole track (6%) were the next most significant groups. A number of other options involving hiking or biking various portions of the track are also common but completing the whole track attracts over 60% of users.

¹⁵ Based on those surveyed for whom both entry and exit were identified, and excluding short stay visitors.

TABLE 10. MAIN TYPES OF TRACK USE

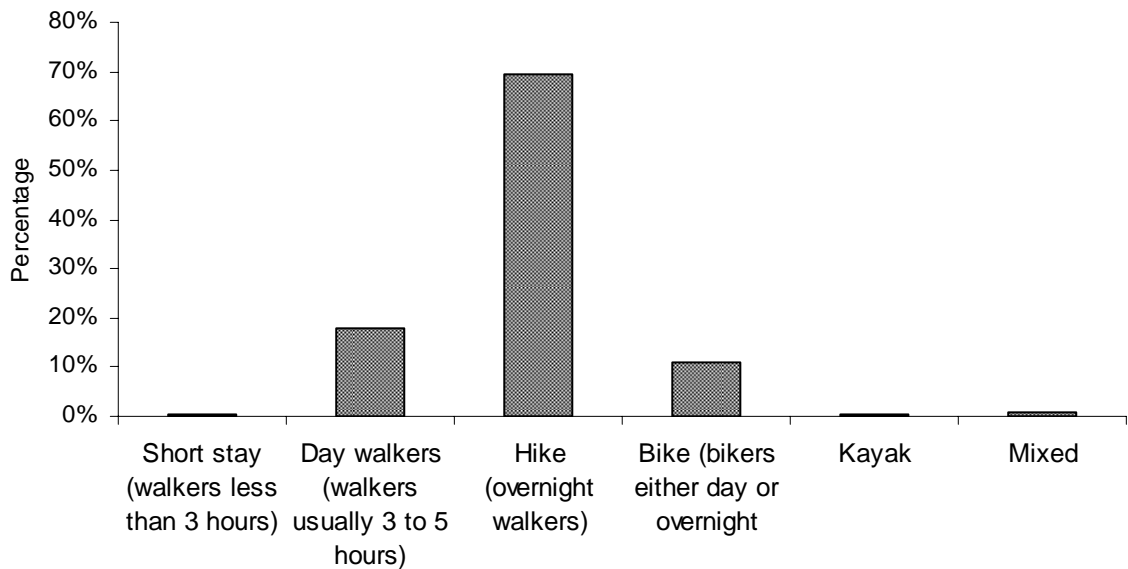
| USE TYPE | DURATION (DAYS) | START POINT | FINISH POINT | NUMBER SURVEYED |
|----------|-----------------|---------------------------|-------------------------|-----------------|
| Hike | 1 | Ship Cove (or Resolution) | Endeavour Inlet | 144 |
| | 1 | Anakiwa | Anakiwa (Davies Bay) | 81 |
| | 3-5 | Ship Cove | Anakiwa | 1,116 |
| | 2-3 | Ship Cove | Torea/Portage/Mistletoe | 41 |
| | 2 | Ship Cove | Punga Cove | 26 |
| Bike | 2-3 | Ship Cove | Anakiwa | 129 |
| | 2-3 | Endeavour* | Anakiwa | 15 |
| | 2-3 | Resolution* | Anakiwa | 9 |
| | 1 | Anakiwa/Mistletoe | Anakiwa/Mistletoe | 17 |

NB. Users only included in these data where points of entry and exit where known.

* Avoidance of the steep and slippery section between Ship Cove and Resolution Bay

§ This group is likely to be under represented due to limitations of the sampling method

FIGURE 7. TRACK USER TYPES



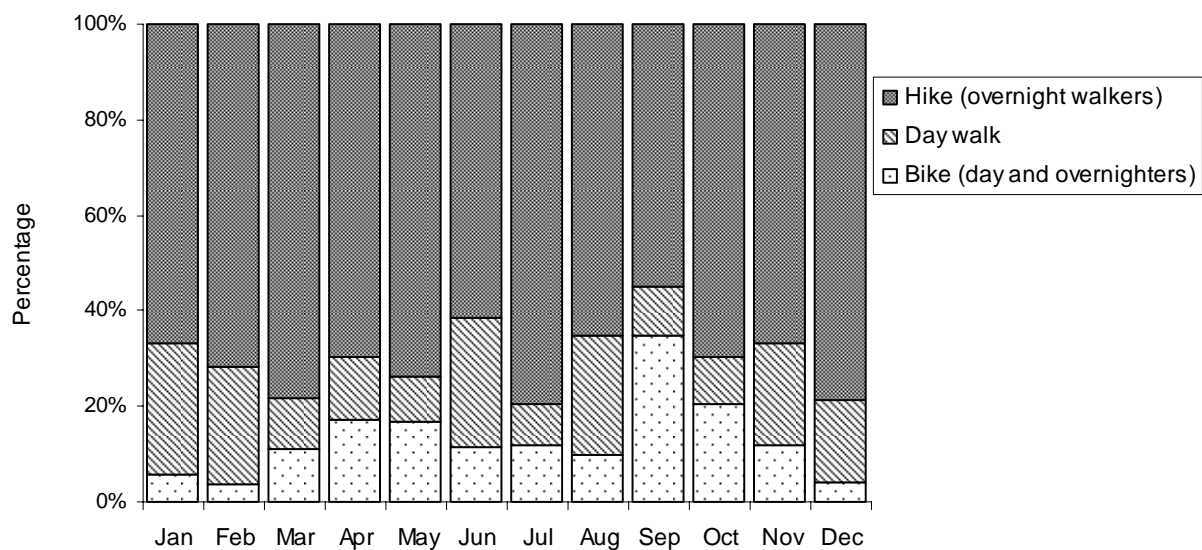
The proportion of bikers on the track is significantly reduced over the summer months (Figure 8.), when the Ship Cove to Kenepuru Saddle section is closed to them (Picture 9). Survey responses to questions on motivations and satisfactions commonly elicited responses from bikers about the track being a unique one-way multi-day (71km) biking

experience. The quality of this experience is significantly reduced during the closure period.

PICTURE 2. COUPLE CYCLING THE WHOLE TRACK, "I DON'T THINK MY HIP WOULD ALLOW ME TO WALK THE WHOLE WAY" PHOTO P. SUTTON.

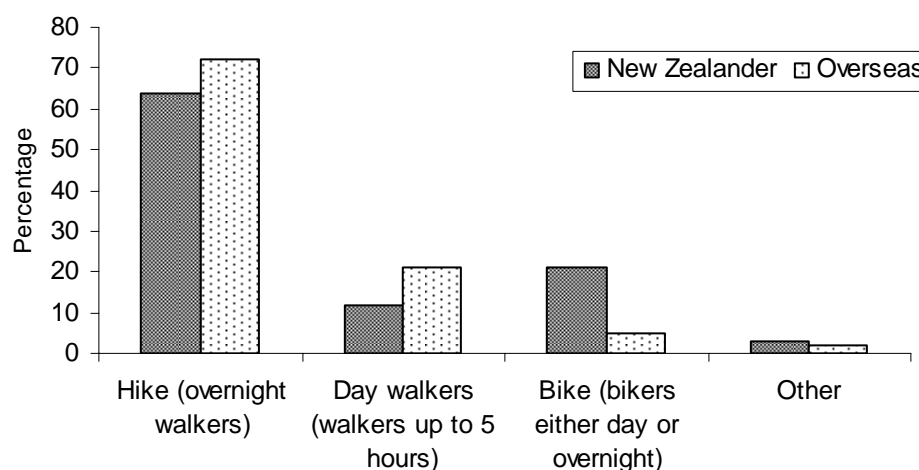


FIGURE 8. PROPORTIONS OF USER TYPE BY MONTH



A comparison of New Zealand and overseas user types (Figure 9.) shows a higher proportion of bikers (21%) amongst New Zealand users, with visitors to the country showing a correspondingly greater proportion of hikers.

FIGURE 9. COMPARISON OF NEW ZEALAND AND OVERSEAS USER TYPES



3.2.2 Duration

TABLE 11. DURATION OF TRACK USER EXPERIENCE

| User Type | DURATION (DAYS) | | | | | | | | | | Total |
|------------|-----------------|-----|-----|-----|-----|----|----|---|---|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Bike | 48 | 74 | 87 | 14 | 3 | | | | | | 226 |
| Day walk | 371 | | | | | | | | | | 371 |
| Hike | | 154 | 396 | 576 | 212 | 56 | 26 | 2 | 1 | 1 | 1,424 |
| Kayak | 1 | | 1 | 4 | 1 | | | | | | 7 |
| Mixed | 1 | 3 | 3 | 1 | | | 3 | 3 | | | 14 |
| Short stay | 12 | | | | | | | | | | 12 |
| Total | 433 | 231 | 487 | 595 | 216 | 56 | 29 | 5 | 1 | 1 | 2,054 |

Table 11 shows the User type and duration of trip. Of track users surveyed 79% were overnighters (2 or more days) compared to 21% day-trippers. This proportion is higher than the 65:35 ratio anticipated by DOC and that found in the Butcher study (52:48)¹⁶. The preliminary study showed 13% of track users starting at Ship Cove were day-trippers (87% multi-day users). It is likely that the proportion of day trippers observed during the preliminary study is higher than would be expected annually as the Easter holiday break would attract New Zealanders with the time to complete the whole

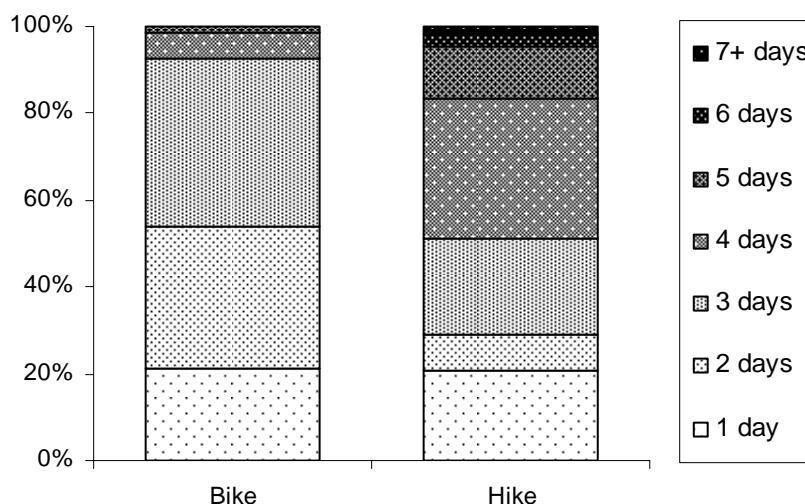
¹⁶ The Butcher study had two sample points (Endeavour Express and Anakiwa) and used survey administrators at each site. It is possible that this methodology will have captured a greater proportion of the day trip and short stay visitors at Anakiwa who would be less likely to complete the survey forms for this study. This assumption is supported by the Butcher statistic of 26% of track users starting at Anakiwa which may be representative of track visitors but not of multi-day track users.

track. This does however support the premise that a majority of users have a multi-day experience, if short-stay visitors at either end of the track are not included in the statistic¹⁷. For the purposes of this study this approach is valid as short-stay visitors to either end of the track have a minimal impact on the track experience of the rest as demonstrated by responses to the crowding question in the survey.

As would be expected the trip duration for bikers is shorter (mode = 3 days) than for hikers (mode = 4 days) due to bikers travelling faster (Figure 10.). The proportion of day trippers is the same for both user types at about 20%. The one day statistic for bikers includes those that completed the entire track in a single day, 4 of which were surveyed. Although small in number, this group should not be overlooked as to cover the 71km in a single day is likely to require speeds which could impact on other users.

Some variation of trip length occurs throughout the year but not a significant increase in the proportion of single day or shorter trips during winter as might be expected. The most frequent trip lengths are 3 and 4 days throughout the winter months, similar to the pattern in summer (Figure 11). The availability of indoor accommodation and luggage carrying services may explain the year round usage patterns.

FIGURE 10. TRIP DURATION FOR HIKERS AND BIKERS (FULL YEAR)

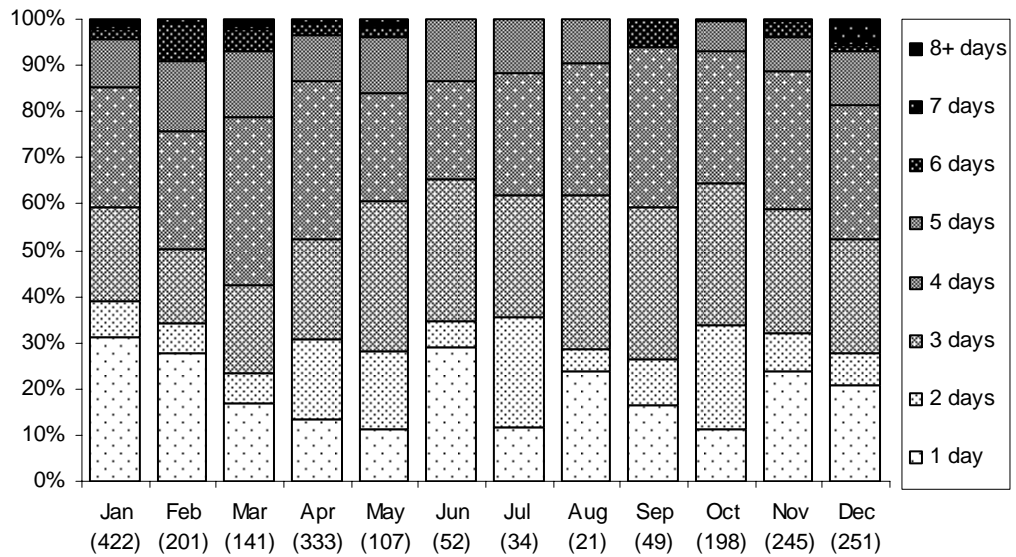


NB. Short stay visitors not included.

The only noticeable difference in trip duration over winter is a reduction in the proportion of longer trip (> 5 days). This can be explained by the option of extended stays at resorts for summer type recreation and aquatic pastimes becoming less common.

¹⁷ Short-stay visitors are assumed to have little impact on the experience of multi-day users.

FIGURE 11. TRIP DURATION BY MONTH FOR COMBINED USER TYPES



NB. Short-stay visitors excluded. Count of users in brackets

3.2.3 Accommodation used

A particular feature of the Queen Charlotte Track is the range of accommodation available. Camping is an option in DOC self registration sites with basic facilities (toilets, water and cooking shelters at some) or at privately owned sites e.g. Miners campsite. The majority of overnight track users (80%) make use of some form of commercial accommodation ranging from backpackers to hotels (Table 12). For bikers the proportion using commercial accommodation is higher (89%) than hikers (79%).

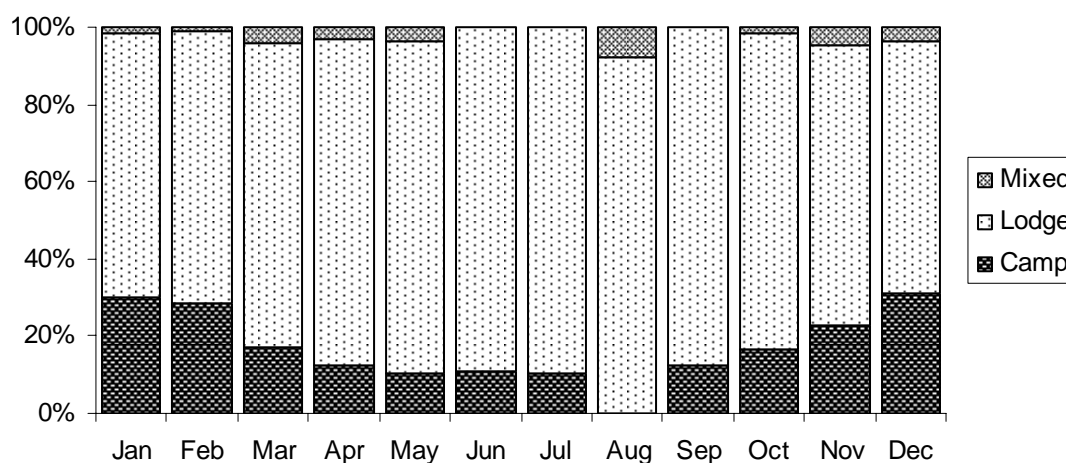
TABLE 12. ACCOMMODATION OPTIONS BY TRACK USER TYPE

| USER TYPE | ACCOMMODATION TYPE | | | | GRAND TOTAL |
|-------------|--------------------|-------------|-------|--------|-------------|
| | CAMP | LODGE/MOTEL | MIXED | VESSEL | |
| Bike | 17 | 135 | | | 152 |
| Hike | 249 | 879 | 33 | 2 | 1,163 |
| Kayak | 3 | | 1 | | 4 |
| Mixed | 4 | 3 | 1 | | 8 |
| Grand Total | 273 | 1,017 | 35 | 2 | 1,327 |

The option of mixing accommodation types is taken by a small proportion of users, mainly hikers. The two key drivers of this option are weather and the distances between camping areas.

As might be predicted the accommodation preference shifts in favour of lodges over the winter period (Figure 12). Camping is popular over the summer months but lodge type accommodation is heavily used year round.

FIGURE 12. ACCOMMODATION SELECTION BY MONTH



3.2.4 Special groups

During the course of this study a number of large groups of users were noted as follows.

- **School groups**

A number of school groups make use of part, or all, of the track. As an example a class of 30 Year 10 (14-15 year olds) from Taupo was observed to hike the whole track (without packs) staying at a mix of camping grounds and lodges.

In comparison a Year 8 (12-13 year olds) class planned to walk from Ship Cove or Resolution (different fitness groups) to Endeavour Inlet. Using the backpacker accommodation at Furneaux Lodge as a base the class would then spend two days on recreational and educational activities. A number of parents were to be involved, including several bringing boats into the inlet for fishing and other water activities. The planned trip was cancelled due to weather but has taken place in the past.

- **Mountain bike groups**

Large groups of mountain bikers (sometimes 20+) make use of the track, especially from Christchurch and Wellington. The track is identified as being unique in being a single direction, multi-day trip with the attraction of quality accommodation en-route. Two large groups reported that this was an annual event. Individuals within such

groups reported that they were taking part for social reasons and/or had little biking experience.

The mountain biking club from a local secondary school made use of the Anakiwa end of the track as a training event. This group did manage to upset a number of other users by riding 'against the traffic' and at some speed.

- **Walking groups**

Recreational walking groups make use of portions of the track. During the survey period two over sixties groups were observed to have made use of the Ship Cove end. One was a small local (Marlborough) group (10-12), the second a large group (30+) from Christchurch.

- **Commercial packages**

A range of packaged experiences are offered by local operators that include portions of the track and combinations of track use with other experiences in the area. These combinations include eco-tourism (marine wildlife and Motuara Island) and historical sites (e.g. Cooks monument, Ships Cove)

3.3 USER MOTIVATIONS AND EXPECTATIONS

Factors that influence demand placed on the track resource include methods by which users become aware of the track and their motivations for making use of it. The former influences the number of users and their motivation and/or expectations.

3.3.1 Sources of user awareness of the track

A significant influence on the motivations of users is likely to be the source of their initial awareness of the track. The most common method by which track awareness is obtained is through word of mouth, particularly for New Zealanders but also amongst tourists, especially backpackers (Appendix 8). A key source of initial information for overseas users are travel guide books, in particular the Lonely Planet guide book. In addition to these two key sources, DOC sources, travel agents and the internet seem to be of equal significance. Specific interest groups, particularly mountain bikers, promote the track through their publications and periodic media coverage also has influence.

3.3.2 Motivations and expectations

The concept of analysing motivations as drivers for outdoor recreational experience is complicated by the willingness or ability¹⁸ of individuals to articulate what drives them to take part in an activity. Motives are however linked to satisfaction in that a level of satisfaction comes from the motive having been realised. It is therefore preferable to analyse motivation in association with satisfaction (or dissatisfaction) which is covered in a later section.

TABLE 13. RANKING OF RESPONSES TO MOTIVATION QUESTION

| RANKING | 1 ST RESPONSE | TOTAL RESPONSES | WEIGHTED TOTAL* |
|---------|--------------------------|----------------------|----------------------|
| 1 | Scenery | Scenery | Scenery |
| 2 | Nature/Environment | Exercise | Exercise |
| 3 | Exercise | Nature/Environment | Nature/Environment |
| 4 | Social factors | Wilderness/Isolation | Social factors |
| 5 | Bike Track | Accessibility | Accessibility |
| 6 | Wilderness/ Isolation | Social factors | Wilderness/Isolation |
| 7 | Accessibility | Accommodation | Accommodation |
| 8 | Recommended | Bag transport | Bike Track |
| 9 | Challenge | Bike Track | Bag transport |
| 10 | R and R | Challenge | Challenge |
| 11 | Good time | R and R | R and R |
| 12 | Ease | Ease | Recommended |
| 13 | Accommodation | Recommended | Ease |
| 14 | Bag transport | Good time | Good time |
| 15 | History | History | History |
| 16 | Price/cheap | Price/cheap | Price/cheap |

* Responses were weighted level 1 = 1, level 2 = 0.75, level 3 = 0.5, level 4 = 0.25

The value contained in the motivation responses in this survey is likely to be found in the site specific motivations, those that equate to a value unique to the recreation resource. However some intrinsic factors such as social needs and confidence levels may also be significant in this context and relevant to the outcomes of the study.

The highest ranking (Table 13.) motivator identified by respondents was scenery followed by nature/environment. Both of these might be considered site specific as the Marlborough Sounds provides a coastal scenery and flora that is significantly different to most of the other popular walks. This distinction was noted in a small number of responses. Scenery placed first in all three rankings, and features somewhere in the responses in 75% of completed motivations/expectations surveys. As such it is likely to be a key component of users' experience but not necessarily site specific, and is unlikely to be a key factor in driving changes in track usage

¹⁸ K. Moore in Outdoor recreation in NZ Chap 4

patterns or issues arising. Similarly 'nature' and 'exercise' rates highly but may not be either site specific or an intrinsic motivator.

In this survey exercise and challenge have been separated because this was commonly the way they were presented in the responses. In a survey of users of the St James Walkway¹⁹ these two groups were combined but to do so for the data from this research it does not significantly alter rankings. An interpretation made in the St James survey was that there has been an increasing diversity of people taking part in a greater range of recreational activities, and that the activity takes higher priority than the location or resource. This may be a factor in this case, whereby users are taking the opportunity to challenge themselves in the secure and/or comfortable environment provided by the track. This is reflected in individual motivation responses (Appendix 7) and if this is the case then the exercise/challenge can be considered site specific when combined with other factors.

The next two factors, the desire for a wilderness/isolated experience and social factors, have similar rankings but appear to be in conflict. Comments relating the crowdedness of the track to that of the comparable Abel Tasman Coast track were common. This apparent conflict seems not to be for the individuals (only 5 people identifying both) but exists between user groups and represents 16% and 17% of responses. This may be reduced by the nature of the track that tends to result in a unidirectional traffic flow.

The three factors that are particularly site specific and may in fact make the greatest contribution to usage patterns are accessibility, accommodation and luggage transfers. The location of the track in the middle of the country, close to the Cook Strait ferry and on the main tourist route is a factor for some users. The availability of accommodation houses and associated facilities (bars, restaurants and shops) was not common as a first response but at 15% overall gives it a high significance amongst site specific factors. From this level of significance and the comments made, accommodation influences the numbers and types of people using the track. This increases the off season (winter) use and attracts people who may not otherwise use this type of recreational resource. This is borne out by the groups and comments contained in the 'use' case studies (Appendix 10). The luggage transfer option available is the third of this combination of factors driving the user demographic of the track. People who would not, or could not attempt a 3-4 day tramp with a full pack are willing to do so irrespective of the type of accommodation used (camping or lodges).

In addition to the facilities and services available, the track quality and its apparent ease appeal to the elderly and those with children (Appendix 9). Groups containing whole families (including babies) and grandparents are not uncommon. This has a social function in that the track becomes a focus of family activity²⁰.

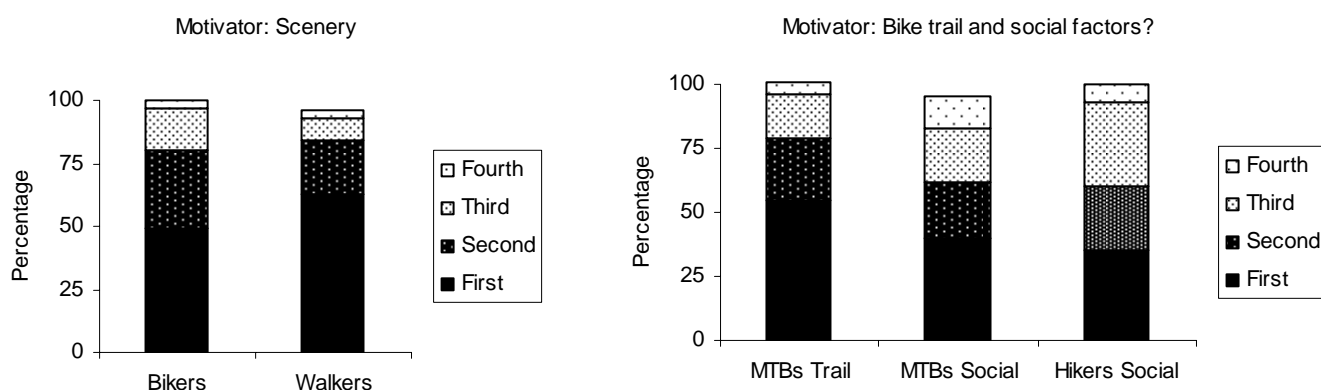
¹⁹ Simmons and Cessford 1989

²⁰ One group surveyed was an extended family using the track as the focus to celebrate the 80th birthday of a female family member. Some members of the group walked the entire track while others used water transport for the more demanding sections.

A combination of the track quality, accommodation and transport facilities and the popularity of the track provides a perception of safety which in itself is a motivator. This is particularly the case for those less experienced in 'back country' type outdoor recreation, and solo travellers, especially women. Although not specifically investigated, it was apparent that a number of users interviewed were relative novices to this type of outdoor activity, but were given confidence (motivation) by the track facilities and popularity.

One group of users that deserves independent analysis are the mountain bikers (MTBs). For MTBs the attraction of a unidirectional, multi-day ride is a significant motivator. This is reflected in a comparison of the rankings of motivators for MTBs and hikers (Figure 13.).

FIGURE 13. COMPARISON OF KEY MOTIVATORS FOR BIKERS (MTBS) AND HIKERS



Scenery ranks as the first motivator identified by most track users especially hikers (69%) compared with bikers (56%) but for MTBs the quality of the track for riding is more commonly identified (62%). Similarly social factors are important to bikers (24%), more so than hikers (15%).

These key motivators for MTBs are site specific in that access to a track of this length and quality, combined with accommodation options, is unique in New Zealand. These qualities are not however site dependent as the same combination are potentially possible associated with other geographic locations.

4. User Experiences

4.1 USER ENJOYMENT

The scenery ranked as the most commonly reported source of enjoyment (satisfaction) with nature/environment second (75% and 28% respectively) for all post-visit surveyed track users (Figure 14). The quality of the track and accommodation had similar rating to nature. Fifth ranked was isolation, closely followed by convenience which included bag transfers. Of the site specific factors, after scenery, accommodation features as the most frequently identified contributor to an enjoyable experience. This reflects both on the quality of some of the accommodation provided and that many of the users would be classified as 'comfort seekers'.

FIGURE 14. FREQUENCY OF ENJOYMENT INDICATED BY ALL USERS

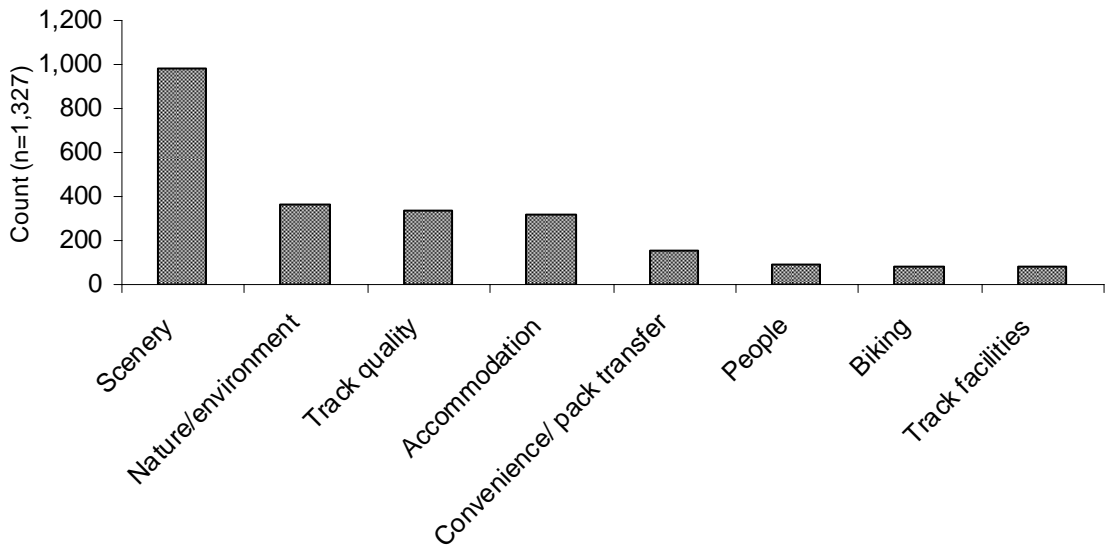
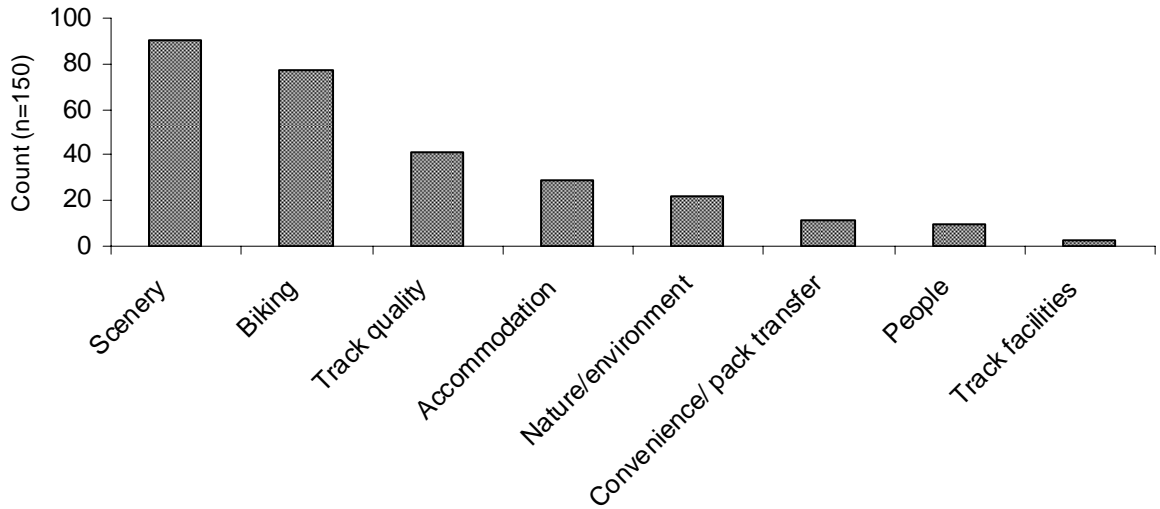


FIGURE 15. ENJOYMENT FACTORS FOR MOUNTAIN BIKERS



Isolation is something that some users desire and are experiencing, which is also borne out by the crowding assessment responses. However an equal number responded that they experienced enjoyment from interactions with others, and eight responders identified enjoyment from both isolation and other users.

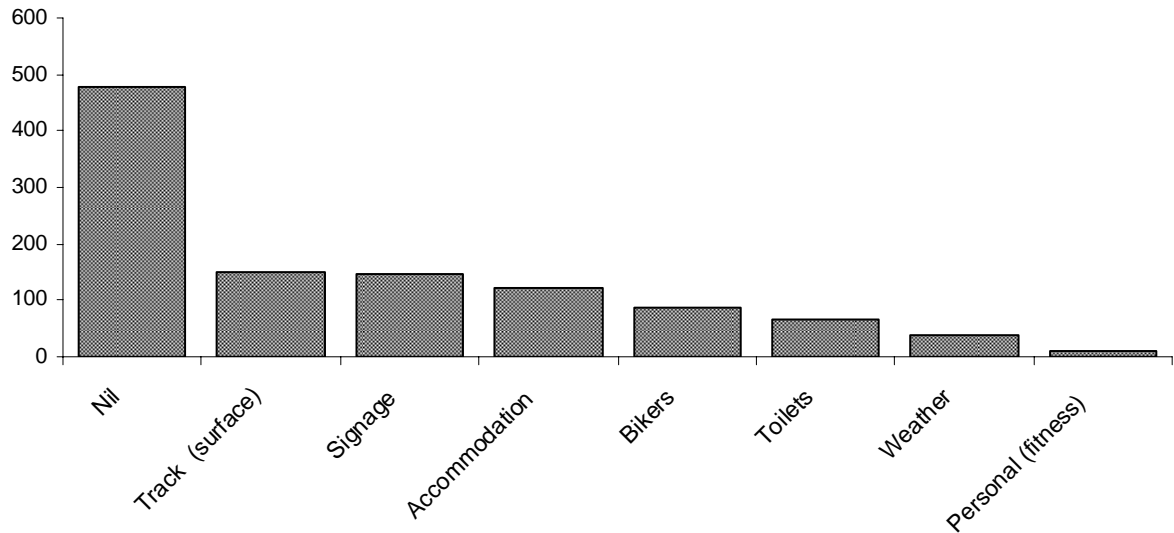
For bikers (Figure 15) the quality of the biking experience rated very highly (after scenery) followed by the quality of the track which is obviously tied to biking experience.

4.2 USER DISSATISFACTIONS

It is notable that a nil response was the most common (36%) to the question seeking sources of dissatisfaction. The three most common complaints were about track quality (11%), accommodation (10%) and signage or information (11%) (Figure 16.).

The accommodation concerns were mainly about the quality, price and service associated with some of the accommodation houses. These issues are in themselves not significant factors in track load and management considerations, but do indicate that the dissatisfied users are comfort seekers with a range of expectations. The group that reflects more on the track facilities is those wanting or expecting DOC hut style accommodation, and those dissatisfied about camping grounds. A number of tourists with DOC backcountry hut passes were disappointed not to be able to make use of them. Some with experience of using DOC huts were unhappy at the cost of backpacker accommodation as an alternative. The few concerns about camping grounds centred on the lack of availability of flat tent sites at some locations, especially during busy periods, or lack of cooking shelters in wet weather.

FIGURE 16. USER DISSATISFACTION (ALL USERS)



4.2.1 Track quality

The state of the track surface was the focus of user dissatisfaction about track quality and most of this was an issue with the amount of mud. Some sections of the track can become very muddy in wet weather which was the case during some periods of high usage (Easter and Christmas-New Year) over the survey period. Some of the sections that drew comment are not part of the track proper, and are on private land. A case in point, and most often noted, is the access track from the main track to Punga Cove which is uneven and often muddy and slippery. This is on private land and not part of the track proper but this distinction is not made by track users. The Punga access is also the part of the track that they strike when tired at the end of the day. Similar concerns were expressed about the access tracks to Bay of Many Coves and the Vogels track into Mistletoe Bay.

The perception of many hikers is that MTBs are the major cause of the mud, which may or may not be true. Studies of MTB impact on tracks²¹ concluded that the impact of MTBs on tracks compared to that of hikers could not be distinguished. Both will generate mud in wet weather on poor draining surfaces as are common to parts of the track. Differences in the distribution of track damage are evident by the central channel associated with bikes compared to the track spreading effect as hikers attempt to avoid mud.

²¹ in Cessford, G; 1995

PICTURE 3. CYCLE TRACK ON CLAY BASE. PHOTO P. SUTTON.



A second track effect attributed to MTBs is the slippery nature of some steeper sections of the track. The explanation offered by users was that braking MTBs caused the surface material to be stripped off exposing the hard (slippery) clay surface.

The bike riders themselves also identified these steep slippery sections as a cause of concern along with rocky uneven surfaces. Some choose to start their trip at Resolution or Endeavour Inlets to avoid the Ship Cove end which has a lot of this type of track.

Another track issue identified by MTBs was track structures, such as bridges and culverts, creating hazards for bikes travelling at speed. The approaches to some bridges require sharp turns on entry (or exit) which combined with reduced traction on wood causes concern and/or accidents. Similarly culverts across the track, which are sometimes not at right angles to the track direction, caused concern.

4.2.2 Signs and Maps

The most common issues expressed by track users are in relationship to the information, signs and maps. These relate to the type, quantity and accuracy of information available both on the track and from operators and agencies associated with track use.

- **Distance information**

Responses relating to adequacy of distance information occurred with the greatest frequency especially with regards to 'milestone' pegs. At some point in the past distance pegs (Picture 4.) indicating the distance from Anakiwa were installed. These pegs are currently not at regular intervals throughout the track due in part to the loss of some. The pegs were placed at 5km intervals measuring the distance from the Anakiwa end counting back from Ship Cove (71km²²) and therefore are in the sequence 71km, 66km, 61km ... which is an issue to some users. The desire for more frequent distance information was frequently expressed in responses about dissatisfactions (Appendix 12) or recommendations.

PICTURE 4: DISTANCE SIGN POSTS. PHOTO P. SUTTON.



Responses about the use of walking times on track signage to indicate distance were also common (Picture 6). The issues appear to stem from an expectation that indicated walking times will match the individual walker's speed and a degree of frustration arises when this is not the case. This is likely to relate to the proportion of users who are not experienced back country hikers familiar with the measurement of distance by walking time and that stated times allow for slower walking speeds.

One group of users expressing a particular problem with the indicated walking times were the day walkers catching water transport at the completion of their walk. Some found that the generous walking times put them under pressure to complete the walk in time to catch their boat when they in fact had plenty of time. They felt rushed which detracted from their experience.

²² This distance in itself caused confusion as some published track information gives the total distance as 67km.

- **Direction signs**

The lack of direction signs caused concern for some users. Many indicated experiencing uncertainty or confusion at one or more points on the trip. A small number reported being 'lost' at some point. Confusion with direction most frequently related to the location of accommodation sites which are often accessed by side tracks off the main track.

Some accommodation providers have erected their own signs (Picture 5.), which both addresses and complicates the issue. Although removing uncertainty for users of signed locations it raises the expectation that all accommodation sites will be signposted.

The issue of direction signs again relates to the experience of users, their confidence with navigation, and the use of (or lack of) maps.

- **Maps**

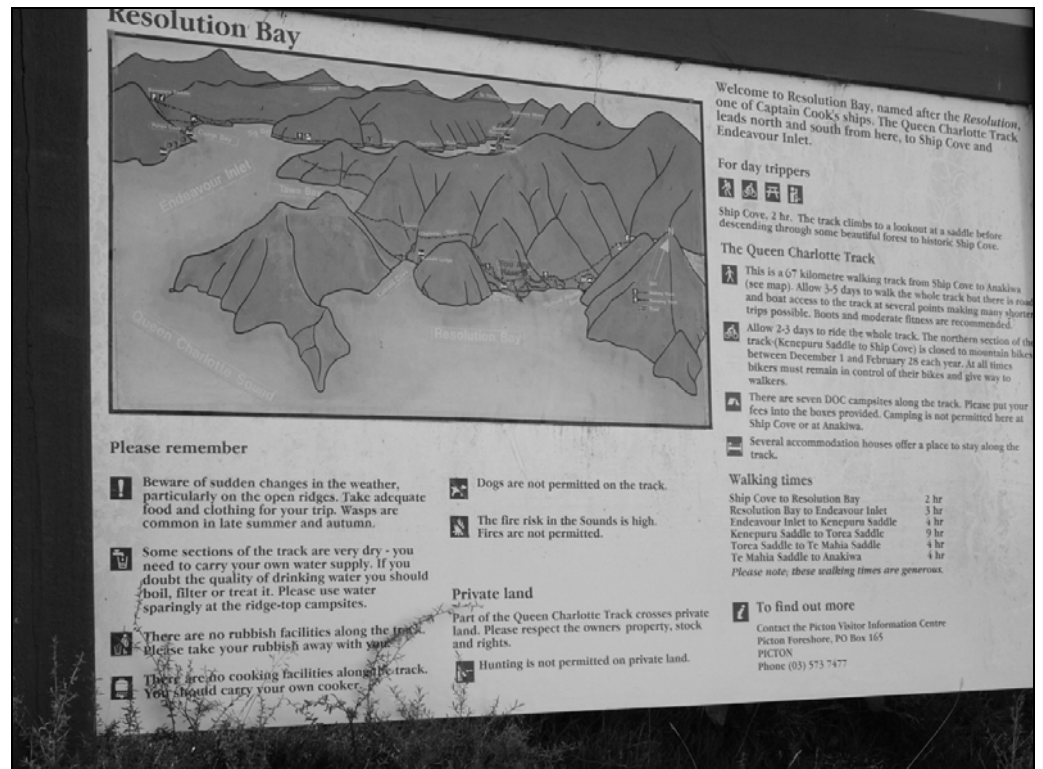
Many track users make use of sketch maps such as those in brochures distributed by DOC and tourist operators for navigation purposes rather than obtaining a topographic map. Expense was identified by some (mainly backpackers) for not purchasing a detailed map, although there was an expectation indicated by some that the information in brochures would be adequate. The brochures are used in conjunction with the map schematics provided on information panels along the track which are also not intended to portray true topographic information (Picture 6). Because brochures are usually A4 in size they cannot contain the level of detail that users expect from a map. The brochures are produced for differing purposes and information contained therein varies in focus and accuracy. For example the DOC brochure focuses on the track proper and DOC maintained facilities, whereas that produced by the Queen Charlotte Track Committee represents the interests of its members. Neither of these brochures is intended to be a definitive navigation guide, but both are used as such by track users

The two main issues with the 'maps' provided relate to the location of accommodation sites and terrain variations. The only occasion when many users are required to make a navigation decision without assistance being readily available is the turnoff to a lodge or campsite. The latter are usually identified by DOC signage but this is not the case for private facilities, the location of which is often vague or not indicated on brochures.



PICTURE 5: DIRECTION SIGN
ERECTED BY AN
ACCOMMODATION PROVIDER.
PHOTO P. SUTTON

PICTURE 6. INFORMATION BOARD AT RESOLUTION BAY. PHOTO P. SUTTON.



Users familiar with topographic maps seek terrain information not clearly provided on brochures or track schematics. Some users express surprise about the gradient on steeper parts of the track, especially the climb out of Ship Cove and along the Kenepuru ridge.

- **Fauna and Flora**

Comments about native and introduced fauna and flora were made in a small proportion of post-visit responses (n~50). Pests, especially wasps, and weeds were identified by some as an issue although the wasp problem is seasonal. Evidence of wild pigs on or near the track caused reactions ranging from annoyance to fear.

The (apparent) lack of native birds drew comment and there appeared through some responses to be an expectation that by the nature of the area or reserve status a rich fauna would be obvious.

As with other issues identified by users, the varying land ownership and management status along the track mean variation in species management.

- **Interpretive panels**

Associated with the expectation of seeing native fauna and flora is the desire to have these species identified and/or explained. There are some interpretives along the track near to Ship Cove which may have the effect of increasing the expectation of such facilities.

Similarly a small number of respondents expressed the desire for more geographic and historic interpretation. Again the precedent for this is set on the Ship Cove portion of the track but it is not consistent along the full length of the track.

- **General Information**

Inconsistencies between information published or provided by different sources (DOC, commercial operators etc.) irritated some users. Most commonly complaints were about advertised distances and time, such as the total track length given as 67km and 71km in different publications. Estimates of travel times differ as do facilities available at different locations.

4.2.3 Toilets

A total of 121 post-visit survey respondents (9.1%) identified toilets as either a cause for dissatisfaction and/or a recommendation for improvement. The common issue was the number and placement of toilets along the track, particularly between Portage and Anakiwa. Compared to the Ship Cove – Endeavour Inlet section the distance between toilets is greater over the Kenepuru Ridge – Anakiwa section due to locations of DOC campsites and the amount of private land.

The other common issue was with the cleanliness and/or smell of pit toilets. The toilets are serviced regularly, the frequency of servicing being dependent on season and track usage. Perceptions of cleanliness and smell may reflect user experience (or lack of) with pit type toilets, although over busier summer periods it is likely that the concerns may have some cause.

PICTURE 7. TOILET PAPER ON TRACK. PHOTO P. SUTTON.



PICTURE 8. TYPICAL 'NORSKI' PIT TOILET. PHOTO P. SUTTON.



The toilet placement problem (and perhaps the smell issue) contributes to people moving off the track for toilet purposes, or in some cases using the track itself. For those with back country experience or different cultural backgrounds the use of the bush for toileting may seem natural but the less experienced may be diffident about doing so. One user commented that the evidence of wild animals (namely pigs) discouraged moving into the bush and lead to them fouling the track. Either way hygiene or aesthetics become compromised by these behaviours. This also leads to conflicts with private land owners.

4.2.4 Accommodation and services

The quality of accommodation and associated services appears to be a significant factor in determining the quality of experience of a range of comfort seeker type users, especially in the backpacker range. Two establishments were commonly criticised for the quality of backpacker accommodation and/or its cost. This was complemented by favourable comments about a similar number of establishments which users identified as contributing significantly to the enjoyment of their experience. These observations highlight the fact that the commercial accommodation available is a significant factor in the motivation and expectation of a group of users and therefore contributes to any issues that might arise.

The lack of DOC huts was commented on by some users, both campers and backpackers. These are likely to be people who have visited other DOC managed recreation or conservation areas. Some dissatisfaction was expressed by holders of annual hut passes after learning that there are no huts on the track, and that their passes were not valid for campsites.

4.3 USER INTERACTIONS

The influence of other track users on track experience was evaluated through the use of an open question (Appendix 17) and a closed crowding response on a 9 point scale. Apart from the 36% with a nil return the two most common responses related to positive social interactions with other users, and interactions with bikers²³.

TABLE 14. INFLUENCE OF OTHER USERS

| INFLUENCE OF OTHER USERS | FREQUENCY |
|--------------------------|-----------|
| Nil | 475 |
| Social | 438 |
| Bikers | 190 |
| Litter | 36 |
| Total | 1,139 |

4.3.1 Crowding effects

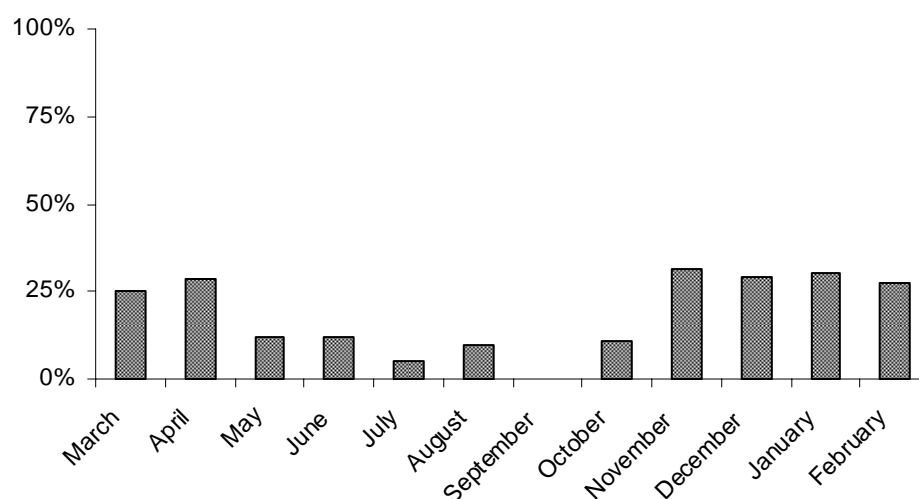
Users were asked to rate their perception of crowding on a nine-point scale of 0 (no crowding) to 8 (extremely crowded) (Appendix 17). The survey also invited feedback on the influence of other users in an open question. Feedback provided in the open questions indicates that some users' response to the crowdedness scale represented their overall perception rather than the last day as requested.

²³ For the purposes of analysing user interactions only those responses that indicated a direct meeting with a biker were counted. Feedback inferring track damage is analysed qualitatively.

Users' perceptions of crowding are low throughout the year, even over the busier summer months (mean = 1) and few report feeling significantly crowded during their experience (Figure 17). The busiest part of the track is at the Anakiwa end which is used by multi-day users, day walkers and short stay visitors. Day visitors tend to travel in both directions which increases the crowding effect.

Multi-day users frequently used the 'other users' question response to indicate perceptions of quiet and low crowding levels. Many reported coming in contact with few others even during busier periods, or only meeting significant numbers on the last (Anakiwa) section.

FIGURE 17. CROWDING EFFECTS BY MONTH ²⁴



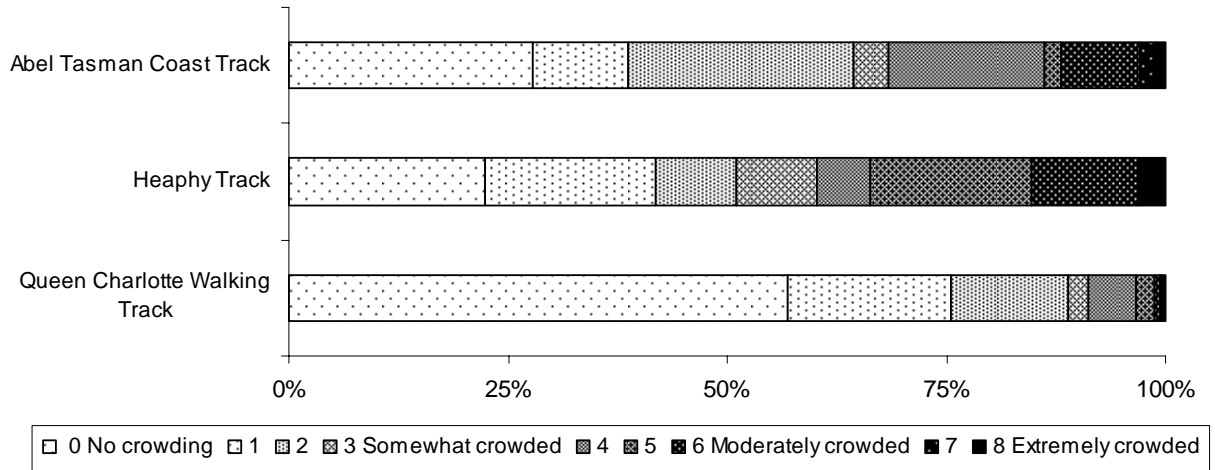
The one-way nature of most multi-day user trips (Ship Cove to Anakiwa) contributes towards the low crowding perceptions. Users travelling at similar speeds can be in relatively high densities without coming in contact with each other. The exceptions to this are bikers who, travelling faster, impact on slower walkers.

Comparison of the crowding effects from these data with those of the two comparable tracks²⁵ in Nelson/Marlborough region confirm the perception of comparatively low crowding reported by users. If the percentages reported for crowding levels above 0 and 1 (not at all crowded) are combined then the track score is 24%. This shows a lower percentage of users reporting a level of crowding than on the Heaphy Track (60%) or the Abel Tasman Coast Track (61%). This is significant, both because the Queen Charlotte Track is potentially subject to displacement by these two, and because it is a comparison that users make.

²⁴ percentage of users reporting a level of crowding other than 0 or 1

²⁵ Shelby *et. al.* 1989 promoted the use of the standardised 9 point crowding survey scale and the validity of site comparisons.

FIGURE 18. COMPARISON OF CROWDING ON THREE POPULAR NELSON/MARLBOROUGH TRACKS²⁶



Notes Heaphy Track surveyed Scotts Beach/Heaphy Hut section
Abel Tasman Coast Track Survey 2003

4.3.2 Positive user interactions

Despite the number of users indicating a desire for an isolated experience, many responded positively regarding interactions with other track users (Appendix 13). There was a high frequency of positive comments about interactions with other users either as an ‘enjoyment’ factor (7%) or as a positive response to the ‘other users’ question (33%)²⁷.

Users identified other users as adding to their experience for four main reasons.

1. Assistance, Advice and Guidance

Users provide each other with guidance with navigation, and interpretation. This relates in part to the issues users have with maps and signage, but may also reflect the proportion of users with limited hiking experience.

2. Sense of Safety and confidence

Some users expressed a sense of confidence provided by the presence of other users. This ranged from confidence in navigation to feeling safe in the knowledge that help would be available from others should it be needed. Single users, particularly women reported a sense of safety resulting from other users. This may also be a factor for users with limited experience of hiking.

²⁶ Source of Heaphy and Abel Tasman data – DOC Nelson/Marlborough Conservancy

²⁷ Responses as a percentage of all post visit surveys n = 1327

3. **Motivation**

A number of users responded experiencing motivation and encouragement from interactions with others. Meeting others enjoying themselves enhanced the experience of some users.

4. **Socialisation**

A sense of camaraderie amongst users on a common challenge was a theme common in responses. Users shared experiences during the day, especially at shared accommodation sites in the evening. Some identified as significant meeting and socialising with a diversity of user types, ages and nationalities.

4.3.3 Mountain bikers

The open nature of the survey questions provided three opportunities for responses about bikers. These were to questions about 'dissatisfactions' (or satisfactions), effects of other users and suggestions. Responses fell into two main categories, actual interactions between walkers and bikers, and user perceptions of the effects of bikes, such as track damage (Appendix 12 and Appendix 13). Responses were coded into these two types irrespective of where they were entered on the form. If a respondent clearly showed both types of response they were coded as both.

There are interactions between bikers and hikers which prompted responses from a total of 189 post-visit respondents (14%) over the year. These fall into two main types, perceptions of hikers relating to bike causing track damage or hazard, and actual interactions between hikers and bikers. The former accumulated comments from 87 respondents (7%) the majority of which were related to track damage (or mud). Included in these were opinions about the appropriateness of bikers using the track, but in some cases it was possible that the respondent had not had a negative interaction with a biker (or in some cases any interaction at all).

Over the year 210 respondents commented on actual interactions with bikers, and of these 112 (53%) were negative. The major issues were with perceptions of safety when being passed from behind and/or the anticipation of having to take evasive action due to lack of warning of approaching bikes. Positive comments about bikers made up 41% of this feedback group, mainly commending bikers for being considerate, careful or pleasant. A small number are classified as being neutral in that they commented on the presence of bikes but did not state an opinion.

Although the survey methodology did not enable an accurate estimate of the number or proportion of bikers using the track, for the purpose of this analysis it is assumed that a representative number of bikers responded to the survey. The distribution through the year would support this assumption as numbers are comparatively low while the outer portion of the track is closed to bikes, and peak in April, October and

November which are warmer months (including Easter) when the track is open to them.

TABLE 15. SUMMARY OF RESPONSES ABOUT BIKERS ON THE TRACK BY MONTH

| MONTH | POST-VISIT SURVEYS | | COMMENTS ABOUT BIKE EFFECTS* | | COMMENTS ABOUT BIKER INTERACTIONS | | | | | |
|-------|--------------------|--------|------------------------------|-----|-----------------------------------|-----|----------|-----|---------|----|
| | | | | | NEGATIVE | | POSITIVE | | NEUTRAL | |
| | Total | Bikers | Count | %** | Count | % | Count | % | Count | % |
| Jan | 266 | 24 | 21 | 8% | 22 | 8% | 17 | 6% | 1 | 0% |
| Feb | 154 | 7 | 11 | 7% | 11 | 7% | 6 | 4% | 2 | 1% |
| Mar | 121 | 15 | 6 | 5% | 16 | 13% | 17 | 14% | 4 | 3% |
| Apr | 110 | 57 | 10 | 9% | 14 | 13% | 13 | 12% | | |
| May | 61 | 18 | 5 | 8% | 4 | 7% | 3 | 5% | | |
| Jun | 52 | 6 | 7 | 13% | 5 | 10% | 3 | 6% | | |
| Jul | 21 | 4 | 0 | 0% | | | | | | |
| Aug | 21 | 2 | 0 | 0% | 1 | 5% | 0 | 0% | | |
| Sep | 26 | 17 | 1 | 4% | 1 | 4% | 1 | 4% | | |
| Oct | 151 | 41 | 9 | 6% | 7 | 5% | 8 | 5% | 3 | 2% |
| Nov | 170 | 29 | 10 | 6% | 22 | 13% | 6 | 4% | 1 | 1% |
| Dec | 174 | 10 | 7 | 4% | 9 | 5% | 12 | 7% | 1 | 1% |
| Total | 1,327 | 230 | 87 | 7% | 112 | 8% | 86 | 6% | 12 | 1% |

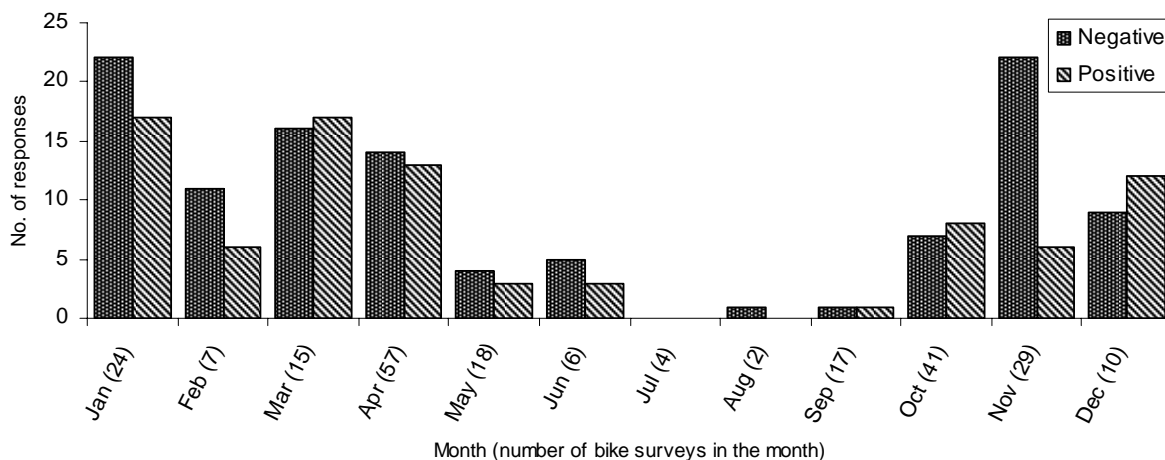
* 'Biker effects' record responses indicating the influence of bikers that do not show evidence of direct interaction between respondent and biker, such as track damage or perceptions of risk.

** Percentages are of total post visit surveys.

For most of the year there is a balance between positive and negative reactions by hikers to interactions with bikers, in March and December the balance is positive. The exceptions are January and November²⁸. January is a particularly busy time on the track and although only part of it is open to bikes the chances of the two groups interacting is high. This is particularly the case over the Anakiwa- Mistletoe Bay section which has high traffic and is available for bikers either as a return trip or a circuit including road access.

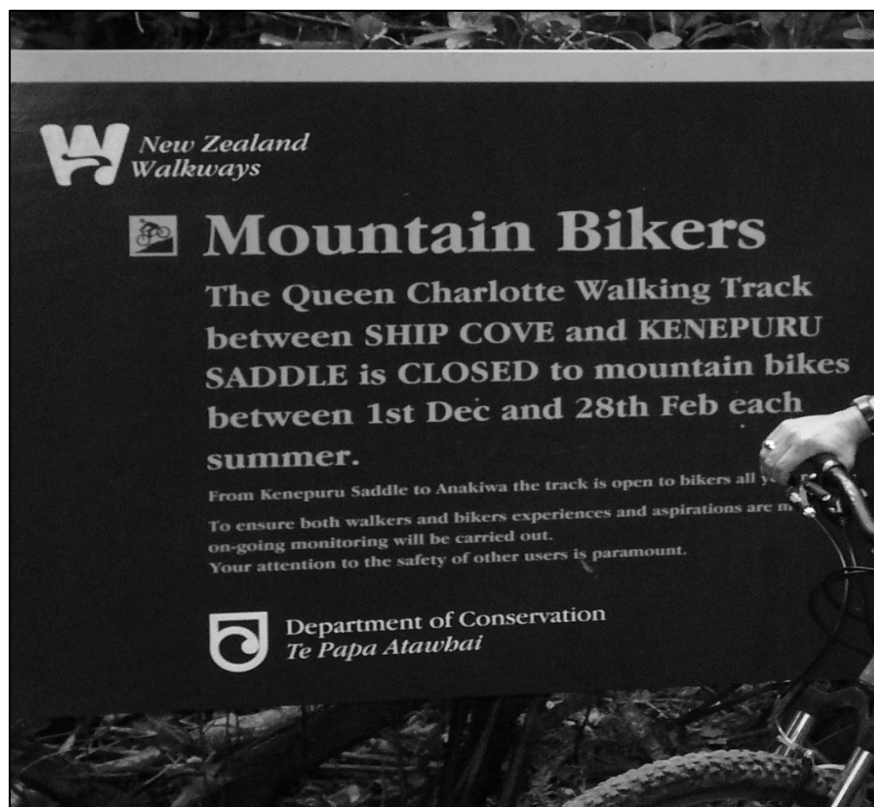
²⁸ The spike in negative comments in November is partly due to a single day on which a large school mountain biking group travelled from Anakiwa to Mistletoe Bay, apparently at speed and with little care, at the same time as several groups of hikers were completing the track. This prompted eight negative comments.

FIGURE 19. HIKER RESPONSES TO BIKERS BY MONTH WITH BIKER SURVEY NUMBERS.



The greatest concerns expressed by hikers relate to the behaviour of bikers which they perceive to be dangerous. This relates to the speed bikers travel at, especially while passing and/or the lack of warning of their approach. Much of the danger reported may be perceived rather than actual, as during the period of the survey no hikers reported being struck by a bike. This does not however diminish the issue as being significant in the minds of hikers.

PICTURE 9. MOUNTAIN BIKING SIGN AT ANAKIWA (SIMILAR TO SHIP COVE SIGN). PHOTO P. SUTTON.



Bikers also reported negative interactions with hikers related to hikers' understanding of the rights of bikers to use the track. Some hikers do not understand that the track is multi-use or the extent of the closure to bikers over the summer months. Despite the signage at both Ship Cove and Anakiwa (Picture 9) some hikers were under the impression that the summer closure of the track to bikers between Ship Cove and Kenepuru saddle applied to the whole track. This misconception was conveyed by a few hikers to bikers that passed them. A few hikers felt the need to let bikers know their view that bikers did not belong on the track irrespective of their legitimacy.

5. User Suggestions

The majority of suggestions made were in relation to the issue of signage, a major cause of dissatisfaction (Table 16). These express a desire for more distance markers, directional signs and general information along the track. Toilets, seating and water supply all featured at similar frequencies in this section. As identified previously the key issue is with the regular placement of toilets over the inner section of the track, although the desire for higher quality also featured.

TABLE 16. STATISTICS OF FREQUENT USER SUGGESTIONS

| ISSUE | COUNT | PERCENTAGE OF TOTAL POST-VISIT RETURNS |
|--------------|-------|--|
| Toilets | 83 | 6% |
| Seats | 77 | 6% |
| Water supply | 67 | 5% |
| Signage | 247 | 19% |
| Total | 474 | |

The provision of seating at common resting, viewing and lunch points was a common request²⁹. There are some seats provided along the track, mostly simple benches (Picture 10) but also some more substantial structures such as at interpretive points and the memorial seats at Tawa Saddle (Cover Picture 10).

PICTURE 10. TRACK SIDE SEAT. PHOTO P. SUTTON.



²⁹ This statistic also included suggestions of more picnic table type seating as many comments included or inferred both.

PICTURE 11. MEMORIAL SEAT AT TAWA SADDLE. PHOTO P. SUTTON.



The provision of regular, reliable and safe drinking water also featured in the common suggestions. These common suggestions perhaps reflect the profile of the average track user, which is a comfort seeker with limited or no back country experience. The occasional provision of track facilities such as picnic tables and direction signs probably creates the expectation that these should be standard features along the track.

6. Other Stakeholders

6.1 ACCOMMODATION PROVIDERS

The commercial accommodation houses on the track are a key determinant to the type and volume of traffic on the track. The wide range of accommodation types caters for a diverse range of track users, and an increase in the number of beds available in recent years is likely to be a factor in the increase in track use. The converse of this is the influence accommodation availability has in controlling numbers, especially for comfort seekers.

Accommodation houses act to increase track usage through advertising, individually, or through commercial associations. Some also have arrangements with accommodation houses in Picton, especially backpackers, to promote track use and specific operators, on a commission basis. This caused dissatisfaction with a small number of users who felt that they had not been fully informed of the options available through operators selectively promoting commission arrangements

Some accommodation providers canvassed identified issues with services they were obliged to supply (or decline) that were requested or expected by non-client track users. Toilet facilities was the most commonly mentioned of these issues as track users passing accommodation houses, especially those with bar facilities, sought to use toilets without providing any business. Apart from the costs of supplying and servicing toilet facilities, this behaviour can place added load on waste treatment systems that are expensive to install and may not be designed to cope with additional load from casual (non-client) use.

Provision of first-aid services was also identified as an issue. One operator reported regular requests for first-aid services from passing track users, many who were not paying guests. The high proportion of users who are likely to be inexperienced in outdoor recreation of this type are also likely to be inadequately equipped and not carrying first-aid supplies.

6.2 WATER TRANSPORT OPERATORS

Water transport operators are key players in influencing the behaviour of track users, apart from promoting track use and providing luggage transport. The scheduling of services can influence crowding effects if two or more vessels drop users off (or pick them up) close together. The preliminary study did not provide evidence that this was an issue over the three days of observations at Ship Cove.

The timing of drop-offs influences traffic further along the track and this can raise safety issues. Passengers dropped off at Ship Cove mid afternoon may have a four hour walk to Endeavour Inlet, usually without packs or much in the way of equipment (e.g. torch). A resident in Endeavour Inlet noted concern that during periods of shorter day length hikers may be at risk of being benighted and/or becoming lost. They reported being visited by hikers concerned that it was getting dark and unsure about finding their destination. Poorly equipped or clothed users, without packs are also placed at risk due to changing weather. Examples of this were also quoted.

Water taxi operators (and skippers) acknowledged that they have a role in helping with the toilet issue. The brochures they provide indicate the location of public toilets and the location of the nearest can be pointed out as passengers are dropped off³⁰.

6.3 PRIVATE LAND OWNERS

Of the stakeholders influenced by the track, private land owners are possibly the most negatively affected. These fall into three main groups: permanent residents, holiday homeowners and farmers. Some are adjacent to the track, but others, including farmers, with larger blocks have the track passing through their land. Track user influence has increased at peak times but also in the portion of the year experiencing high levels of track use. One resident noted that "I used to only have to put up with it in summer but now it seems like all year". Holiday home owners are resident for only part of the year but this often corresponds with periods of high track use.

The main effects track users have on local residents are noise, litter, toilet waste and reduction of privacy (Appendix 15). Most of the holiday homes are near the waterfront and much of the track is on foreshore reserve where it passes private land at sea level. Therefore the track passes immediately in front of (or in some cases immediately behind) private dwellings and the result is direct and indirect loss of privacy. The indirect impacts are visual and crowding effects of track users in close proximity. Direct contact can result from users seeking advice on direction, or requests for toilet facilities and help with first aid or communications (telephone).

The most contentious issue is toilet waste. Residents report frequently finding toilet waste and/or toilet paper on or near their properties, or even sighting people relieving themselves on their property. There is plenty of evidence, both from material sighted and user responses to the survey that the practice of toileting near (or in some cases on) the track is common. As some land owners have retained substantial bush around their properties it is a possibility that users may not be aware the dwellings are nearby, or that they are on private land, despite signage to that effect.

³⁰ Despite assurances from operators that this was standard practice the writer only witnessed such advice being given once whilst traveling on vessels during the survey.

Residents along the track do benefit from the increased track use in that the resulting increase in water transport provides them with better transport and delivery services.

6.4 RECREATIONAL HUNTERS

Wild pigs, goats and deer are present in both conservation reserves and on private land. Control of these is a role of DOC but not on private land, therefore total control is difficult. Recreational hunters play an important role in wild animal control both on private land and in reserves and the track provides the best access to some areas. Hunters with both firearms and dogs are present on the track, a point raised by some users. Some feel that this is inappropriate while others understand the need and expressed the desire for better wild animal control.

Portions of the track under DOC management are closed to hunters from mid December to the end of January, although at the time of writing this is under review. The management policy may be ineffectual when considered with the amount of private land which cannot be regulated in the same way. Conservation reserves also contain large areas which are well away from the track but still require animal control. The track is often the easiest means of access. Without recreational hunters the wild animal problem would undoubtedly be worse, but with increased track use this may be an issue that needs revisiting.

7. Key Indicators

7.1 SATISFACTION

High levels of satisfaction with track experience are expressed by many users both via comments to this effect, or the lack of expressions of dissatisfaction. The quality of the track, track facilities, environment and services are frequently acknowledged as meeting or exceeding expectations.

A feature of a major group of track users is that they are comfort seekers who, despite wishing to experience peace and a sense of isolation, are motivated by and appreciate quality accommodation and services. The convenience of luggage transfers and pre-booked accommodation appeals to a group of users who may, or may not visit more conventional tracks.

Social factors contribute to satisfaction both along the track and at accommodation sites. Users enjoy meeting and sharing experiences with diversity of people and nationalities. The track is seen as suitable for large groups to have a social outdoor experience.

Key issues of dissatisfaction relate to expectation of comfort seekers and those with little back country experience. These include information (maps, signs and interpretives) and the quality of accommodation and services.

7.2 CROWDING

Users' perceptions are that crowding is at a low level for most of the year, even when operators identify busy periods. The generally uni-directional nature of most track use contributes to this by reducing the number of contacts individual users have with others along the track. As already identified, a level of crowding adds to the experience of some users. Some users find safety or comfort in knowing that there are others nearby but still experience a feeling of solitude while travelling.

The commercial accommodation acts to regulate crowding by limiting the number of beds available. As a majority of users make use of these facilities crowding is partially controlled. Of the range of accommodation types provided, it is the budget (back-packer) type which is likely to most influence crowding. Although the survey did not question the type of commercial accommodation, the high proportion of overseas tourists, combined with field observations and user feedback regarding prices would indicate that budget accommodation users are a key user group.

The lack of DOC huts may also contribute to low crowding responses. The absence of huts may tend to discourage regular back country users who may be more likely to express a higher crowding perception if exposed to current user densities.

Applying capacity judgements based on crowding perception³¹ shows the track experiences 'suppressed crowding'. This level is usually characterised by limitations imposed by management or situational factors. For this track these factors are likely to include the accommodation constraints and the unidirectional use pattern. As such, the low density may be significant in determining the quality of the user experience. In the carrying capacity analysis by Shelby *et. al.* this lowest category covers visitor crowding perception up to 35%. The average for the period of the survey was 24% with November peaking at 32% followed by January at 30%. The next capacity judgement category 'low normal' has a crowding feedback range of 35-50%, and is also considered to offer a low density experience with no immediate crowding problem. These statistics would indicate that in terms of user experience the track has unused capacity.

7.3 CONFLICT

The major conflict that is anticipated is that between bikers and walkers. This is in part controlled by a significant portion of the track being closed to bikers for the summer months. Some walkers have strong views about the appropriateness of this being a multi-use track which perhaps heightens their sense of conflict. Data gathered in this research would indicate that the overall level of this conflict is low. There may be measures that can be taken to reduce the risk or perceived risk expressed by some hikers with respect to bikers. The issue of track damage by bikes is one that needs to be viewed in the context of real, relative and perceived damage, and one which is being ameliorated by current and planned track upgrades.

Conflict between private land owners and track users is inevitable considering the portion of the track that passes near or over private land, however there was very little evidence from this research that users experienced conflict. The only significant example was caused by a land owner moving stock along the track and erecting signage to indicate the track was closed while doing so. Landowners experience loss of privacy, visual and noise pollution and constraints on their land use.

7.4 DISPLACEMENT

Currently the track is subject to displacement from other tracks that either appear to be crowded or have booked accommodation which is full. The two commonly referred to in this way are the Abel Tasman Coast Track and the Heaphy Track.

³¹ Carrying capacity judgements based on levels of perceived crowding from Shelby *et. al.* 1989

7.5 NOISE

The greatest source of noise identified by track users as an annoyance comes from recreation water use adjacent to the track. Power boats and more specifically jet skis were identified as being noisy and detracting from user experience. This problem is seasonal and more specific to inhabited bays in area where the track follows the coast (e.g. from Mistletoe Bay to Anakiwa.)

The noise generated by other track users also caused comment. Some large groups were identified as being responsible, particularly at camping grounds and lodges. The accessibility, luggage transfer services and bars en route may contribute to this by making music and alcoholic beverages readily available.

8. Conclusions

The objectives of this study were to identify potential issues arising from increased track use with respect to user experience. The profiling of users shows that a majority are comfort seekers making use of commercial accommodation and luggage transport services. The unidirectional nature of the track, combined with the user profile, currently maintain usage within a level that ensures user satisfaction. Users can experience a degree of isolation on the track and yet enjoy the company of others at accommodation points.

The common user type being comfort seeker means accommodation services help to regulate track loading through limits on beds available. The direction of traffic also plays a role as do water transport operators by spreading arrivals at some points. Both these factors influences crowding effects and the user experience component of sustainable carrying capacity.

User expectations are of high standards of track quality and facilities. This is due to a combination of user profiles and motivations, with many being infrequent or inexperienced with expedition-type or backcountry outdoor recreation, and/or motivated by social or other extrinsic factors.

Conflicts exist at low levels between track user types, especially hikers and bikers, but the diversity is perceived by many to add to the experience. Issues exist between users and other stakeholders which need addressing, but must be balanced against the benefits most stakeholders gain from the track activity. The impact on the biophysical environment was not specifically investigated but the management of toilets and toilet waste emerge as being a pressing problem.

The maximum sustainable loading with respect to quality of user experience would appear to be higher than current usage, even at busy times of the year. Other issues, such as conflict with the interests of other stakeholders and toilet waste management, may be more limiting. For this reason the findings of this research should not be used in isolation, but in conjunction with evaluation of impacts on the biophysical environment and interaction with other stakeholders.

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Queen Charlotte Track Committee for support provided to the survey logistics.

Appendix 1

PRELIMINARY SURVEY

Arrivals at Ship Cove – Easter 2004

1. Arrival times

| Date | Time | Number | Total |
|--------------|---------------|--------|-------|
| 8/04/2004 | 10:20:00 a.m. | 10 | |
| | 10:30:00 a.m. | 2 | |
| | 11:05:00 a.m. | 4 | |
| | 2:05:00 p.m. | 1 | |
| Total | | | 17 |
| 9/04/2004 | 8:45:00 a.m. | 24 | |
| | 10:00:00 a.m. | 34 | |
| | 10:30:00 a.m. | 15 | |
| | 11:10:00 a.m. | 20 | |
| | 11:40:00 a.m. | 8 | |
| | 11:55:00 a.m. | 15 | |
| | 12:00:00 p.m. | 14 | |
| | 2:50:00 p.m. | 13 | |
| | 3:05:00 p.m. | 7 | |
| | 3:40:00 p.m. | 6 | |
| Total | | | 156 |
| 10/04/2004 | 8:50:00 a.m. | 29 | |
| | 9:15:00 a.m. | 4 | |
| | 10:10:00 a.m. | 46 | |
| | 10:20:00 a.m. | 6 | |
| | 10:30:00 a.m. | 8 | |
| | 11:20:00 a.m. | 21 | |
| | 12:45:00 p.m. | 6 | |
| | 2:00:00 p.m. | 1 | |
| 2:15:00 p.m. | 3 | | |
| Total | | | 124 |
| Grand Total | | | 297 |

2. User types

| USER TYPE | TOTAL | PERCENTAGE |
|------------|-------|------------|
| Bike | 73 | 19% |
| Day hike | 39 | 10% |
| Hike | 185 | 47% |
| Short stay | 93 | 24% |
| Total | 390 | 100% |

3. Luggage transport options (multi day users only)

| USER TYPE | BOAT TRANSFER | CARRIED | TOTAL |
|-----------|---------------|---------|-------|
| Bike | 69 | 3 | 72 |
| Hike | 168 | 10 | 178 |
| Total | 237 | 13 | 250 |

4. Party composition – number of parties

| | | MALES PER PARTY | | | | | | | | | | | |
|-------------------|-------|-----------------|----|----|---|---|---|---|---|---|---|----|-------|
| | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
| Females per party | 0 | | 3 | 4 | 1 | 1 | | | | | | | 9 |
| | 1 | 6 | 47 | 7 | 3 | | | | | | | | 63 |
| | 2 | 10 | 5 | 12 | 1 | 2 | 1 | | | | | | 31 |
| | 3 | 1 | | 3 | | | 1 | 1 | | | | 1 | 7 |
| | 4 | 1 | 1 | | | 1 | | | | | | | 3 |
| | 5 | | | | 2 | | | | | | | | 2 |
| | 6 | | | | | | | | | | | | |
| | 7 | | | | | | | 1 | | 1 | | | 2 |
| | 8 | | | | | | | | | | | | |
| | 9 | 1 | | | | | | | | | | | 1 |
| | 11 | | | | | | | 1 | | | | | 1 |
| | Total | 19 | 56 | 26 | 7 | 4 | 2 | 3 | | 1 | | 1 | 119 |

5. Party composition – number in parties of given size/composition

| | | MALES | | | | | | | | | | | Total | |
|---------|----|-------|----|----|----|----|----|----|---|---|---|----|-------|----|
| | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| Females | 0 | | 2 | 8 | 3 | | | | | | | | | 13 |
| | 1 | 5 | 70 | 12 | 8 | | | | | | | | | 95 |
| | 2 | 16 | 12 | 36 | 5 | 6 | 7 | | | | | | | 82 |
| | 3 | 3 | | 15 | | | 8 | 9 | | | | | 13 | 48 |
| | 4 | 4 | | | | 8 | | | | | | | | 12 |
| | 5 | | | | 8 | | | | | | | | | 8 |
| | 6 | | | | | | | | | | | | | |
| | 7 | | | | | | | 13 | | | | | | 13 |
| | 8 | | | | | | | | | | | | | |
| | 9 | 9 | | | | | | | | | | | | 9 |
| | 10 | | | | | | | | | | | | | |
| | 11 | | | | | | | 17 | | | | | | 17 |
| Total | 37 | 84 | 71 | 24 | 14 | 15 | 39 | | | | | 13 | 297 | |

Appendix 2

VISITOR MOVEMENT – ANAKIWA – EASTER 2004

| TYPE | DAY TRIP | MULTI-DAY | SHORT STAY (<3 HOURS) | UNKNOWN | TOTAL |
|-------|----------|-----------|--------------------------|---------|-------|
| Bike | 10 | 8 | 9 | 2 | 29 |
| Hike | 61 | 14 | 73 | 2 | 150 |
| Run | | | 1 | | 1 |
| Total | 71 | 22 | 83 | 4 | 180 |

Appendix 3

COUNTRY OF ORIGIN

| NATIONALITY | NUMBER SURVEYED | PERCENTAGE OF TOTAL SURVEY | PERCENTAGE OF OVERSEAS USERS* |
|------------------------------|------------------------|-----------------------------------|--------------------------------------|
| New Zealand | 619 | 36.2% | |
| United Kingdom | 286 | 16.7% | 27.0% |
| Australia | 154 | 9.0% | 14.5% |
| Germany | 137 | 8.0% | 12.9% |
| USA | 126 | 7.4% | 11.9% |
| Netherlands | 88 | 5.1% | 8.3% |
| Israel | 49 | 2.9% | 4.6% |
| Canada | 38 | 2.2% | 3.6% |
| Switzerland | 29 | 1.7% | 2.7% |
| France | 28 | 1.6% | 2.6% |
| Ireland | 24 | 1.4% | 2.3% |
| Belgium | 23 | 1.3% | 2.2% |
| Denmark | 16 | 0.9% | 1.5% |
| Sweden | 15 | 0.9% | 1.4% |
| Czech Republic | 10 | 0.6% | 0.9% |
| Austria | 8 | 0.5% | 0.8% |
| Japan | 6 | 0.4% | 0.6% |
| Korea | 4 | 0.2% | 0.4% |
| Malaysia | 4 | 0.2% | 0.4% |
| South Africa | 3 | 0.2% | 0.3% |
| China | 2 | 0.1% | 0.2% |
| Spain | 2 | 0.1% | 0.2% |
| Italy | 2 | 0.1% | 0.2% |
| Singapore | 2 | 0.1% | 0.2% |
| Mexico | 1 | 0.1% | 0.1% |
| Tahiti | 1 | 0.1% | 0.1% |
| Thailand | 1 | 0.1% | 0.1% |
| Brazil | 1 | 0.1% | 0.1% |
| Tourist (unspecified origin) | 33 | 1.9% | |
| Total | 1,712 | 100.0% | 100.0% |

* Percentage of overseas users by country of origin is calculated as a percentage of tourists of known origin i.e. excluding those tourists who did not state country.

Note: Data is calculated from completed survey forms.

Appendix 4

COUNTRY OF ORIGIN BY GENDER

| COUNTRY OF ORIGIN | GENDER | | TOTAL | ROW PERCENTAGE | |
|------------------------------|--------|--------|-------|----------------|--------|
| | MALE | FEMALE | | MALE | FEMALE |
| New Zealand | 291 | 366 | 657 | 44% | 56% |
| United Kingdom | 141 | 160 | 301 | 47% | 53% |
| Unknown | 129 | 159 | 288 | 45% | 55% |
| Australia | 81 | 88 | 169 | 48% | 52% |
| Germany | 67 | 71 | 138 | 49% | 51% |
| USA | 57 | 70 | 127 | 45% | 55% |
| Netherlands | 40 | 50 | 90 | 44% | 56% |
| Israel | 29 | 18 | 47 | 62% | 38% |
| Canada | 16 | 22 | 38 | 42% | 58% |
| France | 16 | 22 | 38 | 42% | 58% |
| Switzerland | 12 | 20 | 32 | 38% | 63% |
| Belgium | 12 | 8 | 20 | 60% | 40% |
| Denmark | 8 | 11 | 19 | 42% | 58% |
| Ireland | 3 | 16 | 19 | 16% | 84% |
| Czech Republic | 5 | 5 | 10 | 50% | 50% |
| Sweden | 2 | 8 | 10 | 20% | 80% |
| Austria | 5 | 4 | 9 | 56% | 44% |
| Malaysia | 1 | 3 | 4 | 25% | 75% |
| China | 1 | 2 | 3 | 33% | 67% |
| Italy | 2 | 1 | 3 | 67% | 33% |
| Japan | | 3 | 3 | 0% | 100% |
| Korea | 1 | 2 | 3 | 33% | 67% |
| South Africa | | 3 | 3 | 0% | 100% |
| Singapore | 1 | 1 | 2 | 50% | 50% |
| Brazil | 1 | | 1 | 100% | 0% |
| Mexico | 1 | | 1 | 100% | 0% |
| Spain | 1 | | 1 | 100% | 0% |
| Tahiti | | 1 | 1 | 0% | 100% |
| Thailand | 1 | | 1 | 100% | 0% |
| Tourist (unspecified origin) | 13 | 19 | 32 | 41% | 59% |
| Total | 937 | 1,133 | 2,070 | 45% | 55% |

Note. Data is different from Appendix 3 as the numbers in Appendix 4 was extrapolated from survey forms which clearly represented more than one person and where the genders were identifiable.

Appendix 5

TOWN OF ORIGIN FOR NEW ZEALAND TRACK USERS

| ORIGIN | COUNT |
|------------------|-------|
| Alexandra | 1 |
| Anakiwa | 2 |
| Auckland | 48 |
| Balclutha | 2 |
| Bay of Islands | 1 |
| Blenheim | 19 |
| Cambridge | 1 |
| Christchurch | 65 |
| Dunedin | 10 |
| Gisborne | 1 |
| Greymouth | 6 |
| Hamilton | 11 |
| Hastings | 4 |
| Hawera | 1 |
| Henderson | 1 |
| Hokitika | 1 |
| Invercargill | 1 |
| Kaikoura | 1 |
| Kaitaia | 1 |
| Kawerau | 2 |
| Kurow | 1 |
| Lyttelton | 1 |
| Mapua | 1 |
| Masterton | 2 |
| Mt Maunganui | 1 |
| Murchison | 1 |
| Napier | 6 |
| Nelson | 35 |
| New Plymouth | 7 |
| Northland | 3 |
| Oamaru | 1 |
| Otaki | 1 |
| Otorohanga | 1 |
| Paeroa | 1 |
| Palmerston North | 9 |
| Papakura | 1 |
| Picton | 1 |
| Pukekohe | 1 |

| | |
|------------|----|
| Queenstown | 4 |
| Reporoa | 2 |
| Rotorua | 10 |
| Southland | 1 |
| Stratford | 1 |
| Taradale | 1 |
| Taranaki | 2 |
| Taupo | 2 |
| Tauranga | 16 |
| Te Puke | 1 |
| Tekapo | 2 |
| Timaru | 3 |
| Waihi | 2 |
| Waiuku | 1 |
| Wanganui | 7 |
| Wellington | 73 |
| West Coast | 1 |
| Whakatane | 3 |
| Whangarei | 3 |
| Whitianga | 1 |

Appendix 6

USER ROUTE OPTIONS

| DAY WALKERS | | | | | | | | | | | | |
|-------------------|---------|-------------------|------------|-----------|----------|-----------|------------|------------|-----------|-------|---------|-------|
| ENTRY POINT | | | | | | | | | | | | |
| | Anakiwa | Bay of Many Coves | Davies Bay | Endeavour | Lochmara | Mistletoe | Punga Cove | Resolution | Ship cove | Torea | Unknown | Total |
| Anakiwa | 80 | | 1 | | 1 | 7 | | | | 18 | 19 | 126 |
| Bay of Many Coves | | | | | | | 1 | | | 2 | | 3 |
| Bottle Bay | 1 | | | | | | | | | | | 1 |
| Davies Bay | 8 | | | | | | | | | | | 8 |
| Endeavour | | | | 1 | | | | 23 | 144 | | | 168 |
| Mistletoe Bay | 3 | | | | | | | | | 3 | | 6 |
| Portage | 1 | | | | | | | | | | | 1 |
| Punga Cove | | | | 4 | | | | | | | | 4 |
| Resolution | | | | | | | | | 1 | | | 1 |
| Ship Cove | | | | 1 | | | | | 5 | | | 6 |
| Torea | 3 | 2 | | 1 | | | | | | | | 6 |
| Wilderness Lodge | | | | | | | | | 2 | | | 2 |
| Unknown | 1 | | | | | | | | 1 | | 34 | 36 |
| Total | 97 | 2 | 1 | 7 | 1 | 7 | 1 | 23 | 153 | 23 | 53 | 368 |

| HIKERS ENTRY POINT | | | | | | | | | | |
|-----------------------|---------|----------|-----------|-----------|------------|------------|-----------|-------|---------|-------|
| Exit | Anakiwa | Camp Bay | Endeavour | Mistletoe | Punga Cove | Resolution | Ship Cove | Torea | Unknown | Total |
| Anakiwa | 17 | 2 | 12 | 2 | 8 | 11 | 1116 | 7 | 29 | 1,204 |
| Bay of Many Coves | | | | | | | 3 | | | 3 |
| Endeavour | 3 | | | | | 2 | 17 | | | 22 |
| Lochmara | | | 1 | | | | 2 | 1 | | 4 |
| Mahana | | | | | | | 2 | | | 2 |
| Mistletoe | 1 | | 1 | | | | 6 | | | 8 |
| Punga Cove | | | | | | 2 | 26 | | | 28 |
| Ship Cove | 7 | | | | | | 2 | | 1 | 10 |
| Te Mahia | | | 1 | | | | | | | 1 |
| Torea | 5 | 2 | 6 | | | | 35 | | | 48 |
| Wilderness Lodge | | | | | | | 1 | | | 1 |
| Unknown | | | | | | | 6 | | 92 | 98 |
| Total | 33 | 4 | 21 | 2 | 8 | 15 | 1,216 | 8 | 122 | 1,429 |

| BIKERS ENTRY POINT | | | | | | | | | | |
|-----------------------|---------|-----------|-----------|---------|------------|------------|-----------|-------|---------|-------|
| Exit | Anakiwa | Endeavour | Mistletoe | Portage | Punga Cove | Resolution | Ship Cove | Torea | Unknown | Total |
| Anakiwa | 7 | 15 | 1 | 1 | 2 | 9 | 129 | 4 | 16 | 184 |
| Mistletoe | 4 | | | | | | | | | 4 |
| Portage | 1 | | | | | | 1 | | | 2 |
| Punga Cove | | | | | | 1 | 1 | | | 2 |
| Torea | 1 | | | | | 1 | 8 | | | 10 |
| Unknown | | | | | | | | | 28 | 28 |
| Total | 13 | 15 | 1 | 1 | 2 | 11 | 139 | 4 | 44 | 230 |

Appendix 7

MOTIVATIONS AND EXPECTATION

Responses to motivation question were ranked (1-4) by the responders with 1 being of highest importance. These have been tallied by motivator category. A weighted* total

| MOTIVATOR | RANKING OF RESPONSE | | | | TOTAL | | WEIGHTED Total* |
|----------------------|---------------------|-----|----|----|-------|-----|-----------------|
| | 1 | 2 | 3 | 4 | n | %** | |
| Scenery | 432 | 166 | 63 | 26 | 687 | 76% | 595 |
| Nature/Environment | 115 | 83 | 52 | 13 | 263 | 29% | 207 |
| Exercise | 107 | 210 | 85 | 20 | 422 | 47% | 312 |
| Social | 49 | 38 | 46 | 12 | 145 | 16% | 104 |
| Bike Track | 44 | 22 | 13 | 3 | 82 | 9% | 68 |
| Wilderness/isolation | 32 | 57 | 47 | 14 | 150 | 17% | 102 |
| Accessibility | 27 | 72 | 38 | 13 | 150 | 17% | 103 |
| Recommended | 21 | 14 | 8 | | 43 | 5% | 36 |
| Challenge | 20 | 27 | 21 | 5 | 73 | 8% | 52 |
| Rest and Recreation | 17 | 15 | 14 | 11 | 57 | 6% | 38 |
| Good time | 10 | 11 | 9 | 2 | 32 | 4% | 23 |
| Ease of track | 9 | 13 | 22 | 2 | 46 | 5% | 30 |
| Accommodation | 7 | 45 | 55 | 26 | 133 | 15% | 75 |
| Bags carried | 7 | 34 | 37 | 7 | 85 | 9% | 53 |
| History | 7 | 3 | 2 | 3 | 15 | 2% | 11 |
| Price/cheap | 1 | 1 | 2 | 3 | 7 | 1% | 4 |

* Responses were weighted level 1 = 1, level 2 = 0.75, level 3 = 0.5, level 4 = 0.25

** percentage calculated as proportion of 906 who completed motivation questions

| MOTIVATOR | TOTAL RANK | WEIGHTED RANK* |
|----------------------|------------|----------------|
| Scenery | 1 | 1 |
| Exercise | 2 | 2 |
| Nature/Environment | 3 | 3 |
| Wilderness/isolation | 4 | 6 |
| Accessibility | 4 | 5 |
| Social | 6 | 4 |
| Accommodation | 7 | 7 |
| Bags carried | 8 | 9 |
| Bike Track | 9 | 8 |
| Challenge | 10 | 10 |
| Rest and Recreation | 11 | 11 |
| Ease of track | 12 | 13 |
| Recommended | 13 | 12 |
| Good time | 14 | 14 |
| History | 15 | 15 |
| Price/cheap | 16 | 16 |

Responses to expectations question

| EXPECTATION | COUNT |
|--------------------|-------|
| Scenery | 251 |
| Fauna/Flora | 88 |
| Lack of crowding | 46 |
| Pleasure | 36 |
| Good biking | 36 |
| Challenge/ fitness | 30 |
| Social | 24 |

NB many surveyed did not attempt the expectations section or indicated their response was the same as for motivations.

Appendix 8

SOURCES OF INITIAL INFORMATION

These tables summarise the sources that survey responders indicated they had used to become informed about the Queen Charlotte Track.

| SOURCE CATEGORY | FREQUENCY |
|---------------------------------|-----------|
| Word of mouth | 559 |
| Guide book | 226 |
| Travel agent | 93 |
| Internet | 88 |
| DOC | 83 |
| Media (newspaper, TV, magazine) | 7 |

| SPECIFIC NAMED SOURCES | FREQUENCY |
|------------------------|-----------|
| Lonely Planet | 168 |
| Rough Guide | 17 |
| MTB guide | 7 |
| MTB guide | 7 |
| Backpackers office | 6 |
| Magazine article | 3 |
| Air NZ inflight | 2 |
| Footprints | 2 |
| Southern Wilderness | 2 |
| Tramping in NZ | 2 |
| AA Magazine | 1 |
| Active Cycle UK | 1 |
| Article in Herald | 1 |
| Brochure on Lynx | 1 |
| DOC site | 1 |
| Fitness magazine | 1 |
| Great outdoors program | 1 |
| Information centre | 1 |
| MSAC | 1 |
| Newspaper | 1 |
| NZ Guide Book | 1 |
| NZ House London | 1 |
| Outward Bound | 1 |
| Running magazine | 1 |
| Tramping club | 1 |
| YHA | 1 |

Appendix 9

USER COMMENTS ON MOTIVATIONS

- NB
1. Numbers in parentheses indicate multiple responses
 2. Different respondents are separated by ■

1. Good track (13) ■ Good running track
2. Less busy/crowded than Abel Tasman (9) ■ Less crowded than AT (booked out!) ■ less crowded than Abel T, no need to book, accommodation booking easier
3. Recommendation or publicity (6) ■ read that it was a good walk on Lonely Planet
4. Off the beaten track only accessible by boat ■ boat trip (4) ■ dolphins (2)
5. Duke of Edinburgh's Award Tramp (4)
6. Meeting people (3) ■ meeting all kinds of different people ■ companionship
7. Location (2) ■ location convenient to tourist route ■ close to ferry ■ close to home ■ close to Nelson ■ proximity to Wellington (2) ■ proximity to Christchurch
8. Camping (2) ■ camping close to sea ■ prepared campsites
9. Suitable for children (2) ■ suitable for children, can make the trip any length ■ we can walk with seven yr old ■ suitable for my girlfriend to ride
10. Easy track (2) ■ easy beginner ride for friends ■ introducing grandchildren to tramping
11. Cheap (2) ■ cheaper than Abel Tasman and on the way ■ cheaper than other available activities
12. Booking not required (2)
13. Showing our best to English visitors ■ entertaining overseas guests
14. Family event ■ family reunion ■ family time
15. 80th Birthday celebration with mother and daughters
16. Walk another NZ track ■ reputation
17. Tourist attraction so I have to do it
18. Tick the track off as somewhere I have been ■ to say I've done it ■ another great walk ■ another one to conquer
19. Heard it was good, mix of bush and coastal scenery
20. An Irishman told me that if did not visit the Queen Charlotte I might as well stay at home
21. Practice MTB for future events
22. Peer pressure (boys MTB trip, first timer)
23. One of the few tracks you can bike, variety of activities
24. Longest single MTB in NZ ■ downhill
25. Bike/hike combination ■ being legally allowed to ride a multipurpose trail with variety of options

26. Start off our South Is travel ■ right location in South Island ■ on our way ■ nearest track after arrival
27. One way walk, close to ferry
28. Very organised, not as busy
29. Tranquillity ■ silence, quiet and remote ■ peace ■ space, freedom
30. Peaceful time out from kids, to finally say I've done it
31. Less crowded than other walks ■ not too busy ■ off season - low numbers ■ more quiet route
32. I am afraid that there will be a lot of people on the track and it could be a little commercialised
33. Heard it was not crowded ■ lack of crowds ■ away from crowds
34. Quality track making walking enjoyable
35. It's on the itinerary, everybody else is doing it so why not
36. Good length and fit into schedule ■ fits available time
37. Shops on route ■ getting out of civilisation but still having a hot shower ■ different experience - accommodation compared with huts
38. I'm travelling alone and I can't carry a tent - the accommodation on the track - transport of luggage
39. Heard about good restaurants ■ having a beer on the trail
40. Bay of Many Coves resort ■ lunch at lodge
41. Ability to mix accommodation types
42. Moderate walk, easy navigation ■ level moderate track
43. Length and ease of track ■ length of track
44. Enjoyed walking so want to bike ■ can enjoy with a baby
45. Comfort ■ comfortable and safe
46. Challenge but not too much of a challenge ■ 4 days but not too difficult
47. A gentle walk just to fill in a few hours and to suss it out for a future longer visit
48. Other tracks (e.g. Milford) not open, \$25 secures bed compared with \$20 on Heaphy does not
49. Low cost camping ■ free track ■ fair prices
50. Nice day out and boat trip as well ■ novelty of boats
51. Too wet for Hollyford ■ I missed the Abel Tasman track due to bad weather ■ didn't see much on Tongariro (weather) so came for the views
52. To see part of New Zealand I haven't seen before, doesn't need booking
53. Safe for single tramper ■ safe, good walking track ■ safety factors, lone female traveller having hostels expecting your arrival ■ safety we are beginner hikers wanted a track that was not too isolated ■ seems easy and safe as I am not an experienced tramper ■ walk that I could attempt alone
54. Room for a large party 15 to 20 people
55. Practice for other walks
56. Possibility to walk 4/5 days and camp

57. Opportunity to kayak as well, but wind too high
58. Only had 1 day or would have done whole walk
59. One way trip, wide track, can't get lost ■ one way trip
60. Geology
61. Fill in a day, something new
62. Doing sections ■ can do part of track
63. Bring my husband to a place I walked years ago
64. Best place to walk in winter
65. A multi day tramping trip as a break from cycle touring
66. Seems like a group of young people, 'directed' to do the track
67. Just being able to get away on holiday and do something sort-of active without having to lug a whole pack around - at Christmas we did the Wangapeka with full packs and it just takes a lot more effort and planning (meals etc). On the Queen Charlotte Track you get the best of both worlds - a trip away with some nice clear air and exercise - and you still get to sleep somewhere comfy at night and to eat fab food courtesy of a chef. Admittedly the prices are pretty steep but I guess that's life!

Appendix 10

USER CASE STUDIES

| | |
|-----|---|
| 1. | An extended family of 12 from Christchurch comprising three generations (age range 10-60+ years). Hiking the full length of the track in four days, using pack transfers and lodge accommodation. "This is something the whole family can do together." |
| 2. | A middle aged couple from Waiheke Island (60+ years) biking and walking the full track in days days (Ship Cove – Punga – Anakiwa). Using pack transfer and lodge accommodation. "I've had a hip transplant so can't walk the whole way but with a bit of cross training I can bike (and walk the steep bits) |
| 3. | A young woman tourist (20+ years) from Florida (USA) backpacking NZ. Planning to complete the full track in four days using pack transfer and lodge accommodation. Her biggest concern when questioned was the quality of restaurant meals at the resorts. She was carrying no pack or food and accepted offer of snack from another hiker. |
| 4. | Two New Zealand woman (40+ years) taking three days to hike from Ship Cove to Torea, using pack transfer and lodge accommodation. |
| 5. | A party of six women (5 North Is, 1 Richmond) on a four day hike from Ship Cove to Anakiwa not carrying packs and staying in lodges. "This is the first of many tramps we plan to do." |
| 6. | A group 11 women (40-60 years) from Rotorua with a guide, using pack transfer and lodge accommodation. "We've been planning and looking forward to this for a year. We don't feel confident enough to do it without a guide. Staying at lodges, it is a holiday for us, someone else to do the cooking and dishes, normally the family expect us to do it. Thoroughly enjoying the walk and looking forward to a good meal, a drink and a soft bed tonight" |
| 7. | Two German men (20+ years), hiking without packs. Started at Ship Cove, not sure how much of the track they will do. |
| 8. | A New Zealand family with two boys aged 10 and 13 hiking the full track, without pack and using lodges. |
| 9. | A group of three women from the USA hiking the full track in three days, with packs and camping. |
| 10. | NZ couple (60+ years) on a day trip from Ship Cove to Endeavour Inlet. "We didn't realise the range of possibilities till we got here. Probably not fit enough to do the whole track but we'll come back and do it all one day" |
| 11. | American male tourist (30+ years) on day trip from Resolution to Endeavour. "My legs aren't up to going any further – look there's a kiwi! (indicating a weka)" |

Appendix 11

USER ENJOYMENT (SATISFACTIONS)

LODGES, HOSTELS, FOOD AND BOAT

1. 1. ■ Mahana home stay (34) ■ Noeline's (13) ■ Lochmara (18) ■ Portage (4) ■ De Bretts (6) ■ Punga Cove (6) ■ Furneaux (5) ■ Bay of Many Coves Resort (2)
2. Good choice of accommodation ■ lodge with views
3. Black Rock camp ■ relaxing stay at Lochmara
4. Staff at accommodation and boats ■ boat trip (2)
5. Variety of accommodation and accommodation signs
6. Choice of accommodation, hospitality and facilities
7. Class cafes at waterfront made it a fabulous experience ■ coffee and tea at Resolution Bay
8. Good food and drink available ■ good food in some restaurants ■ food and wine along way
9. Meals e.g. Mahana ■ dinner at Mahana
10. Occasional beer ■ meals ■ eateries at the end of each day
11. Showers ■ showers and pubs on the way ■ the cold beer and showers at accommodation
12. Te Mahana fantastic best hostel in NZ
13. Bar at Punga ■ beers at end of day ■ café stops
14. Resorts near DOC camp grounds, pleasant surprise to have a beer ■ shops along the way

BIKERS COMMENTS

15. Downhill biking (6) ■ downhill to Atawhai ■ downhill, challenge
16. Biking (2) ■ as a MTB ride this is unequalled
17. 71km single track biking
18. Ability to do day bike ride on part of track
19. Being able to cycle it - thanks walkers for sharing
20. Challenging course for average MTBer ■ great challenging bike track
21. Easy bike for kids ■ fun ride on a single track ■ good MTB track, not too steep ■ my first MTB trip
22. Great multipurpose track for biking (we even took our four year old with us attached to my bike with her own trailer bike)
23. Great multiuse track ■ mixed use
24. Lack of MTBs

25. Long MTB track with good range of gradient ■ long meandering downhill rides
26. Nice path for riding, less crowded than Kepler or Abel Tasman National Park
27. Section reserved for walkers
28. Amazing single track great for biking
29. Single track ■ superb world class single track ■ technical nature of track in places
30. So much rideable track
31. The chance to do a 71km multilayer ride is unique in New Zealand (shame about Heaphy)

CAMPING

32. Campsites (16) ■ camping facilities ■ camping facilities at private resorts
33. Campsites were excellent each with their own character, we liked the way DOC have created a series of tiered campsites at Camp Bay
34. Beautiful campsites with water and toilet paper
35. Campsite on ridge ■ Black Rock camp
36. Clean DOC campsites, Miners camp ■ campsite maintenance
37. DOC campsites especially Bay of Many Coves and Mistletoe ■ shelters at Bay of Many Coves and Mistletoe
38. Good camping, distance markers ■ camping, signs
39. Miners camp, fabulous hosts ■ Mistletoe campsite ■ stay at Mistletoe
40. Peaceful campgrounds especially those on ridge with views ■ well positioned and maintained camping grounds
41. Campsites with bars and restaurants nearby

HISTORY

42. History (7) ■ historical information

ISOLATION, LACK OF CROWDING

43. Quiet (4) ■ uncrowded ■ uninterrupted solitude ■ peacefulness, not many people
44. Not as crowded as Abel Tasman (3) ■ not as much of a motorway as Abel Tasman
45. Few people (3) ■ emptiness ■ had the track to myself (2)
46. Not many people (3) ■ not too busy
47. Peace and quiet (2) ■ peace and quiet in the bush ■ peace and quiet not too many people
48. 1-3 days on our own
49. Being alone at Black Rock one night ■ camping alone
50. Birds singing, not too many people, peace
51. Great feeling of isolation as a result of most people walking one way
52. Information provided, lack of crowds
53. Isolation of the walk, you could walk all day and only see five people, wonderful

- 54. Lack of people ■ lack of people and litter ■ lack of people, very quiet on first three days
- 55. Most walking same way so saw few during day
- 56. Nice single track not so crowded ■ mostly the fact that it wasn't crowded
- 57. Not too many people
- 58. Few people ■ no people ■ not a lot of people, mainly tourists
- 59. Not as crowded as some tourist destinations
- 60. Not so crowded as other tracks ■ not hordes of other trampers
- 61. Not too busy as long as you don't start at the same times as everybody else
- 62. Peace and quiet ■ peace, nature, downhills
- 63. Quiet solitude/meeting other people
- 64. Remoteness natural unspoilt surroundings
- 65. Sense of wilderness/isolation ■ solitude ■ solitude and camp grounds ■ space and solitude
- 66. Tranquillity, peace, minimum people, remoteness and being away from extortionate operator
- 67. Unidirectional
- 68. You can walk it alone knowing your host expects you
- 69. Easy walk, quiet

PEOPLE

- 70. Helpful people ■ great attitude of majority of walkers
- 71. Interesting fellow walkers ■ meeting interesting people ■ good company
- 72. Meeting and staying with locals ■ meeting friendly people, some of the scenery
- 73. Meeting great people ■ meeting other walkers ■ meeting people
- 74. Meeting people from all over the world ■ meeting young trampers and others from various countries
- 75. Sharing experience with walkers at campsite
- 76. Tranquillity, respect shown by people on track

SIGNS, TRACK MARKING

- 77. Well signposted route (11) ■ well signposted most of the way ■ well marked/signed track
- 78. Good signposts (9) ■ excellent signage (2) ■ good signs and distance pegs
- 79. Distance markers (4) ■ distance markers and water supply ■ distance markers were useful/fun
- 80. 5 km marks (3) ■ post markings each 5km were a life saver
- 81. Adequate signage (2), time estimates reliable and helpful
- 82. Interpretive signs (2) ■ selected part of track named
- 83. Ample signs (except Punga) ■ clear signs
- 84. Good signs and benches ■ good signs and info ■ enough signs to encourage

85. I also liked the marks on the trail which said how many km I have already gone - I wish that the other walks had it as well.
86. Kilometre signs good for pacing the walk. Enjoyed the option of entering and leaving the track at different points catering for a range of users
87. Not over signposted
88. Outstanding track quality, good signs
89. Perfect signs ■ plenty of signs ■ route well marked
90. Signage, shelters
91. Signs ■ signs indicating distance ■ signs were very clear
92. The track is easy to follow, you can't possibly get lost. The signs with the walking hours were also very handy. The actual walking time was mostly less than on the sign and that is OK
93. The track was well signposted and maintained, also quite quiet, not many people doing it (which I like)
94. Well marked and easy walking ■ well marked track and friendly operators ■ well signposted and good campsites
95. Good signposting and surprising amount of toilets

LUGGAGE TRANSPORT

96. Being able to walk with family who cannot carry packs
97. Enjoyed the water taxi, and not carrying a full pack, hot showers at the end of the day
98. Great to not have to carry a sleeping bag
99. Hiking without pack, and resort accommodation
100. My first tramping experience, pack transfer great for beginners, hostels to stay was perfect
101. Tramping without full pack allowed for greater access to people who have never hiked before
102. Wonderful not to have to carry my pack and being able to stay in decent accommodation along the way
103. Would do more longer tracks if I didn't have to carry my stuff and camp. Clean toilets
104. Would not have made Punga to Portage with pack but this offered best views

SCENERY

105. Second day especially, could see both bush and view
106. Points where both Sounds can be viewed
107. The beautiful views. I was happy that it wasn't just bush walk, but lots of open parts where I could see the mountains and sea.
108. Unique inland ocean and bush vistas
109. Views along ridge ■ views from ridges, every day a different view
110. Views incredible, most scenic place I've ridden

111. Weka ■ seeing the weka, the beautiful diverse bush

CHALLENGE

112. Challenge (6) ■ challenge of completion ■ challenge, kayaking
113. Challenge of first tramp ■ challenge of completing the whole trip in three days
114. Bettering advertised times

FAUNA AND FLORA

115. Fishing (3) ■ fish in the water ■ fishing at Mahana ■ fish in sea and on plates
116. Fauna and flora at Ship Cove end, nice campsites at Camp Bay and Cowshed
117. Most of all the untouched bush around Ship Cove and the end of the walk
118. Native bush ■ ferns ■ seeing a tui ■ tree ferns
119. Shady woods ■ tree ferns and view from ridge
120. Walking through the forest ■ bush near Ship Cove
121. Wild pigs
122. Dolphins

ACCESSIBILITY

123. Accessibility (2) ■ ease of organising trip (2) ■ easy access
124. Excellent infrastructure with tourist information and water taxi / ferry operators
125. Notes on the flexibility offered which enables the party to enjoy their experience despite travel arrangements coming unstuck

GENERAL COMMENTS

126. All of it (2) ■ everything (4) ■ experience ■ fantastic experience ■ great walk and experience ■ beautiful day hike ■ best in world ■ lived up to reputation ■ whole experience (5)
127. Awe-inspiring, breathtaking experience but not the hardest (easiest) track in six months in New Zealand
128. Able to take our baby buggy
129. Dense bush with nice path winding up and down
130. Dry track, well benched, good grades. Smooth surface
131. Ease of walk (4) ■ easy to walk on tracks (achievable for all in our group)
132. Feeling safe while having fun ■ good track for first time hikers
133. Felt more 'rustic' than Abel Tasman
134. Freedom to choose distance and speed ■ freedom walking
135. Good places to stop with picnic tables and views ■ great stopping places
136. Great gradients ■ track grade ■ flat bits ■ good track well marked
137. How little development has taken place, better than Milford Track
138. Lots of options ■ being able to cut parts out using road

139. Lunch shelters during heavy rain, amazing views from Punga to Portage
140. Most beautiful track, proud to be a kiwi, top marks DOC Picton
141. Mud ■ getting muddy and fit ■ rough sections of track
142. Particularly different compared to Milford and Heaphy ■ some parts similar to Abel Tasman National Park
143. Private land use excellent
144. Punga – Anakiwa (2) ■ Portage- Anakiwa ■ Torea to Mistletoe ■ Camp Bay – Mistletoe ■ Anakiwa end
145. Really love that you can do the loop along Kenepuru road - Mistletoe - Anakiwa
146. Safe walking track
147. Sea colour, photo opportunities ■ tracks close to water with view
148. Ship Cove end ■ Ship Cove to Resolution
149. Variations in track ■ varied track, hills etc ■ variety of landscape and forest
150. Variety of one day options ■ variety of route choice
151. Variety of terrain ■ variety of track including hills ■ diversity of track
152. Water supply ■ enough drinking water ■ plenty of water
153. Well maintained track with variable levels and intensity
154. Wonderful track, great experience I loved and will never forget
155. Workmen on the track were very friendly ■ especially DOC staff
156. Flush toilet ■ toilets ■ toilet paper at camp loos
157. Clean, uncluttered ■ cleanliness ■ track was very clean (litter free) and well-maintained.
158. Very good supply of information about services ■ wonderful tourist infrastructure/ range of prices
159. Everything: solitude, views, bush, weather but particularly the bellbirds
160. The fact that it was an overnight hike. I had never done that before. For me that was a nice experience.
161. Being self sufficient
162. Tranquillity, scenery. Given it was Easter there weren't that many other people on the track which was fantastic. Access to variety of accommodation options. Ability to stop and purchase food or beverages while in the "bush". We felt "safe" knowing that if anyone got hurt, help was relatively close. The whole experience was novel - water taxi to Resolution Bay, mountain biking and walking to accommodation at Bay of Many Coves Resort.
163. No litter, clear signs
164. No litter

Appendix 12

USER DISSATISFACTIONS

LODGES/HOSTELS/FOOD/LUGGAGE

1. Backpackers (32) ■ backpackers, inferior in comparison to others used at the same price
2. Expensive (5) ■ cost (2) ■ prices (5)
3. No DOC huts (5) ■ lack of huts
4. Loud crowded and expensive (5) ■ not helpful and pack charge
5. Shop (4) ■ food prices ■ expensive ■ too big, more smaller accommodation
6. Had to pay extra for baggage, boat staff rude ■ boat staff (3)
7. Felt unwelcome because we were not staying despite purchasing things (2)
8. Noisy backpackers ■ noisy crowded lodge ■ pay for shower (2)
9. Distance between accommodation and track (2)
10. Accommodation not evenly spaced, no access to beaches ■ poorly spaced lodges
11. Careless luggage handling
12. Cheaper accommodation ■ limited choice in some places
13. Diversity of accommodation made it difficult to meet others hikers
14. Expensive backpackers ■ expensive food ■ food and price ■ beer prices
15. Lack of places to buy (cheap) food, smelly toilets, lack of drinking water
16. Placement of accommodation between Camp Bay and Lochmara
17. Problems with bag transfers, office closed on arrival, overbooking
18. Pushy restaurant staff ■ service and accommodation ■ pressure ■ no heater ■ restaurant
19. Restricted catering/eating options ■ no choice of eating venues ■ meals inadequate for trampers
20. Rough handling of bags
21. Some backpacker accommodation poor ■ some backpacker not good value, need DOC huts
22. Too far from Mahana to Lochmara (Portage full)
23. Too many commercial services and shops, ruins experience
24. Unable to use kitchen, bag charge
25. Owner rude and curt ■ rude woman ■ standard of food
26. Backpacker not recommending a lodge because the lodge not paying commission
27. Very overrated accommodation – not quality for money, not enough pre-walk information on recreation activities to do while on the track, a lot of very unfriendly staff at overnight stopovers
28. Boat price ■ expensive water taxi ■ bag handling charge

29. Wet packs at spring tide when left on wharf that was too low

CAMPSITES

30. Schoolhouse Bay camp (3) ■ Schoolhouse camp, few sites and not flat, Schoolhouse no flat space
31. Camp Bay (2) ■ Camp Bay campsite poor compared with other DOC camps
32. No cooking shelters at some campsites(2) ■ no fire places at campsite (I understand why)
33. Camp Bay camp too small ■ Camp Bay ground hard ■ few campsites
34. Camping at Mistletoe Bay - this is not a DOC campsite, it is for school use (too many noisy kids) it should not be described as a DOC site
35. Camping grounds don't have trash bins
36. Condition of campsites ■ camp at Bay of Many Coves ■
37. Miners camp
38. Mistletoe Bay campsite had sheep grazing consequently hard to find a spot without sheep manure. Suggest maybe electric fencing a 'clean area'. Have been to the bay previously and it has definitely run down in the last few years. Sad to see the lodges run into disrepair. I suggest you either do them up or remove them.
39. No camping in Furneaux/Endeavour
40. Other campers not paying fees ■ not enough self registration envelopes
41. Sloping campsites and long drop toilets ■ poor campsites
42. Sloping Cowshed Bay campsite, long drops with flies
43. Some camps not close to track
44. Restricted campsites ■ showers and mirrors at camps

MOUNTAIN BIKES

45. Mud - MTB cut up track (6) ■ MTB made track very slippery ■ erosion caused by MTB
46. MTB should have bells ■ bike warning (2) ■ MTB without bells ■ insufficient warning
47. As a MTB rider I was disappointed to find MTBs in December
48. At time walkers seemed confused as to which side to allow bikes past
49. Bikes churning up track ■ bikes cut up wet patches ■ bike ruining (wrecking) the trail ■ cut up by MTB
50. Don't care for bikers (minimal numbers that there were)
51. Don't think MTBs and walkers on the same track is a good thing (I do both)
52. MTB too many too fast no courtesy ■ almost run over, track cut up ■ MTBs did not dismount/give way
53. The bikers spoil my walk which they do continually ■
54. Bikes frequently came upon us without any warning- no bells or whistles - the scope for collisions is huge

55. Bit surprised by MTBs ■ nettle and speeding bikes
56. I am uncertain as to the compatibility of MTBs and walkers. Bikes obviously damage track
57. Places to rest off track (MTBs make it risky to rest on track), discrepancies in times
58. Seem to like to ride in mud holes and make them deeper ■ MTB erosion
59. Surprised to see MTB on a walking trail ■ too many fast bikes
60. Track damage ■ track damage by MTBs ■ track damage by MTB, should not say 'light footwear'
61. Track damage and for single file ■ mud from MTBs
62. Would be helpful if MTB beeped or rang a bell

COMMENTS BY BIKERS

63. Very steep and difficult in places, this needs indicating on info ■ uphill riding (3)
64. Approaches to bridges
65. Sections not suitable for MTB ■ tree roots and boards across path
66. Too steep ■ too steep on day two, if known would have walked the track
67. Torea steep ■ track gradient south of Portage
68. Track more churned up perhaps by MTB compared to my previous trip in summer in pre MTB days
69. Very difficult for biking in places, I felt I wasn't adequately warned
70. No bike maintenance crew, some fallen trees not cut
71. Parts difficult and dangerous, suitable for experienced riders only ■ challenging for MTB
72. Smart comments by a few walkers who didn't like bikes on the track
73. Some hills too heavy to bike ■ speed and attitude ■ steep track to Bay of Many Coves ■ steps
74. Track surface not good enough for MTB
75. Wet and muddy but made biking exciting

FAUNA AND FLORA

76. Wasps (8) ■ wasps by water ■ wasps (though not bad at moment)
77. Lack of bird life (3) ■ not as much wildlife as expected ■ not much bird life
78. Gorse (3) ■ gorse on private land ■ gorse and non natives around baches
79. Broom (2) ■ gorse, pig rooting
80. Weeds by track (2) ■ weeds, ■ weeds at Davies Bay
81. Weka (2) ■ scavenging wekas and possums ■ possums at camps ■ weka and possum stole food
82. Dogs at resorts
83. Dogs on track (Davies Bay) ■ loose dogs Endeavour area
84. Cicadas and wasps but don't kill them
85. Exotic plants

- 86. Lack of wildlife in some sections, 1080?
- 87. Non-native vegetation, lack of wildlife ■ non-native bush ■ sections without native bush
- 88. People feeding one of the non-flying birds saying "this is the most stupid bird I have ever seen" can these people be removed?
- 89. Pine trees ■ too many exotics (pines) ■ too many pines
- 90. Unable to walk my dog on track
- 91. Wasps (last 10km) lack of bird life ■ wasps and lack of bird life
- 92. Possums

TOILETS

- 93. Lack of toilets on last part ■ Lack of toilets between Portage-Anakiwa (7)
- 94. Not enough toilets (4) lots close together then none for ages
- 95. No toilet paper (3) ■ no loo paper at Anakiwa ■ no toilet paper
- 96. Dirty ■ disgusting ■ smelly toilets (3) ■ long drops
- 97. More toilets (2)
- 98. Few toilets
- 99. Lack of toilets (we had children and older generations in our party)
- 100. Not enough toilets between Furneaux and Punga
- 101. Only one toilet at Schoolhouse
- 102. The amount of rubbish off track i.e. toilet paper
- 103. Toilets not clean especially at Cowshed Bay ■ Resolution long drop needs cleaning
- 104. Toilets on ridges not serviced
- 105. Too few toilets and too many people to go off the track
- 106. Lack of loos ■ overused and unpleasant

NOISE

- 107. Noise of jet ski (3) ■ loud boats ■ buzzy hire bike ■ boat and jet ski noise ■ chainsaw noise
- 108. Noisy boat and occupants distracting from bird watching
- 109. Noisy party at Portage
- 110. Sound of jet skis and lawnmowers

OTHER PEOPLE

- 111. Too many people (2) too many people between Resolution and Camp Bay
- 112. Busy with big groups, noisy people
- 113. Crowds on first part – lots of people running without packs
- 114. Graffiti ■ too busy
- 115. Frequent signs of habitation along track

SIGNAGE

116. More distance markers (5) ■ more km signs (4) ■ not enough distance/ time signs ■ additional distance posts
117. Times inaccurate (2), description of Punga/Portage section too severe, not as difficult as implied
118. Times indicated unreliable (too generous) (2) ■ times longer than needed ■ times too generous only need half to two-thirds of the time
119. Times on signage ■ track times (2) ■ time and distance
120. Too few distance markers (2) ■ track marking
121. Alternative route to Mistletoe not signposted (2) ■ ambiguous around Mistletoe
122. Signage to accommodation (2) ■ signage for resorts
123. One misleading track sign ■ inconsistencies in track distance information
124. A bit confusing coming out of Punga Cove Resort and deciding which direction to go.
125. After Resolution there were no signs that we were on the right track, or times and distances, nearly missed the boat
126. Are mileage pegs necessary
127. Better distance signs (km) ■ better sign to Portage ■ better signs in parts
128. Conflicting information from brochures/notices re length of walk and track conditions e.g. elevations
129. Confusing in places ■ bit vague, times inaccurate ■ direction not always clear
130. Confusing sign going to Te Mahia saddle ■ confusion at Mistletoe
131. Could not find a map with km markings, track should have more, not "30 minute" etc
132. Direction arrow about 1hr 15 mins from Portage towards Anakiwa at a misleading angle ■ direction signs
133. Discrepancies between time information given, bad maps in brochures, places on signs not shown on maps, poor information on shop availability Punga-Portage
134. Distance rather than times ■ distance signs ■ distance markers
135. Distances were difficult to gauge due to conflicting information along the track and pre-departure information
136. Had to be at jetty at 16:00, unsure how far I had to go
137. How far to next place, slippery
138. Inaccurate times ■ inaccurate times on DOC signs
139. Inaccurate times, consequently we booked too much accommodation
140. Inconsistency ■ inconsistency between advertised track lengths (67 compared with 71km) (3)
141. Inconsistency between DOC leaflets and signs regarding times and distances
142. Inconsistent information about grade-steepness
143. Insufficient distance markers
144. Interpretation panels ■ bio interpretives ■ more interpretation panels (biodiversity)

145. Km estimate don't correlate ■ accuracy (barrels around track)
146. Km markers every 10km (or regularly) would be useful
147. Km signs as well as times ■ hours not km ■ distances in km not hours
148. More signs ■ lack of mid point signage
149. Lack of signs at times ■ lack of direction signs
150. Lack of true map – difficult to get good one, found no camp at Endeavour despite information centre
151. Map and route marking were ambiguous
152. Map could have warning about climbs between Torea Saddle and Mistletoe Bay
153. Map times (QCWT brochure best) ■ map, inaccurate (DOC map)
154. Maps from visitors centre were crap ■ maps I got from i-Site did not give much detail
155. Maps not accurate or consistent, campsites not well marked
156. Maps, difficult to find out where and how far to go, especially with a boat to catch
157. Markings and times, no maps at shelters, no good maps at all
158. Missed track to Punga from Camp Bay in dark
159. Missing map showing ups and downs ■ more information on route, gradients, interpretives (history)
160. More accurate signs and maps ■ more detailed maps and information boards
161. More distance markers to camps ■ misleading information on camp locations
162. More information on maps regarding distances ■ not enough 'you are here' markers ■ more signposts, not always clear
163. More time indicators
164. No signpost for the lodge for a long while, we were starting to wonder if we were on the right track
165. No signs in middle showing direction to lodge, we had to guess
166. Not enough markers, about half an hour from Punga we took a wrong turn which cost us 1.5 hours
167. Poor signs between Camp and Torea Bay ■ sign at Mistletoe ■
168. Prefer distance and ascent (altitude) rather than times. Lack of direction signs in some places
169. Punga, times too generous (I didn't need five days)
170. Sign from Camp Bay to Punga ■ signs between Punga and Portage
171. Signs e.g. down to Mistletoe ■ to Black Rock campsite ■ to Mahana ■ one place I was unsure near lodge
172. Signs for water on the track misleading, need to say water needs boiling or treatment "not recommended for drinking without treatment"
173. Signs in and out of hostels and bays ■ signs for each bay
174. Signs in km plus hours ■ time signs should be changed to kms ■ signs telling you how far to go
175. Signs warning of no water (Punga- Bay of Many Coves) nowhere to camp at

Furieux

176. Some better signage at junctions would be important, easy to take wrong turn at some spots, particularly confusing at end destination spots, such as Noeline's, which is poorly signposted, and of all places at the end of the walk, there is no sign to indicate the correct jetty to catch your water taxis from. Found that mountain bikes on the track at this time of the year was cutting up the track significantly with the heavy rain bursts and this made the track very soft in the rain forest areas
177. Some vague or inaccurate ■ signposting a bit vague in places
178. Time information inconsistent and unreliable when not carrying pack ■ times inconsistent
179. Times indicated were very varied even if you stuck to the DOC signs only
180. Times not distance so hard to judge biking times
181. Timings very misleading - I would have lingered to admire the view if not concerned about finishing
182. To accommodation ■ to Punga
183. Twice a 30min sign at Camp Bay
184. Unclear about extra distance to access accommodation especially Portage
185. Unclear signs about weed spraying which people did not understand
186. Unnecessary steep sign above Blackwood's bay
187. Update Ship Cove memorial
188. The wilderness park needs more signs of direction on various paths, it was confusing at times

INFORMATION

189. DOC brochure did not correspond with track at Craiglee
190. Free map showing campsites at sea level
191. Information centre did not tell me about recommendation to sterilise water even though I specifically asked about water points
192. Information from Picton Information Centre inaccurate and inconsistent
193. Information on web site poor re water, campsites ■ inaccurate information from Picton office, do you really need to get a map from a private company, tent sites on these out of date e.g. Tawa
194. Is drinking water available or not? ■ lack of water and toilets, pre-track information suggests more is available
195. Not enough and wrong information from DOC Picton ■ nothing on picnic spots
196. The information regarding the time per walk does not apply when you carry your backpack. It would be useful to have times for hikers with backpacks.
197. Found out we could have done a kayak trip along the route as well/instead

MAPS

198. Maps ■ map poor ■ lack of good map
199. Better orientation maps ■ no useful or correct maps available

- 200. Couldn't find a good map at Picton or water taxi
- 201. Not the best map from DOC (\$1) without relief of the walkway and signs (e.g. indicating resting spots)

TRACK QUALITY

- 202. Mud (51) ■ mud/ bike damage ■ mud/slippy
- 203. Pig rooting (6) ■ pig sign between Furneaux and Portage
- 204. Drainage (4)
- 205. Punga access track (3) ■ rocky in places, difficult at Punga
- 206. More gravel (2) ■ more metal needed
- 207. Picnic spots not well marked (2)
- 208. Rain (2) ■ rain, mud ■ rain made track difficult
- 209. Rocky (2) ■ roots and potholes ■ roots and stones
- 210. Ship Cove end (2) ■ Ship Cove to Punga (2) ■ Ship Cove – Resolution
- 211. Waratahs and bent bar on track ■ tree falls (2) ■ spikes on track ■ metal pegs sticking out of track
- 212. Angle of water traps
- 213. Artificial things on track
- 214. Big Bay bridge, Mistletoe ■ Camp Bay to Portage
- 215. Boring part between Portage – Te Mahia, sealed part
- 216. Bulls on track ■ cows hard to get past ■ cow poo on the track - many piles on day 4 to Anakiwa ■ stock on track
- 217. Bush masking views ■ cut back bush for better views
- 218. Clay slippy ■ footing difficult at times
- 219. Difficult descent to accommodation
- 220. DOC brush killer containers unsightly
- 221. Easier than advertised
- 222. First day too long (Endeavour Inlet too short) ■ heavy packs
- 223. Furneaux to Punga surprisingly difficult
- 224. Gradient near Portage ■ gradient on second day
- 225. Gravelled tracks and boardwalks – unnatural
- 226. Helicopter herbicide spraying Te Mahia - Anakiwa leg, MTBs make damp area boggy
- 227. Hilly ■ hills, should have used boat for pack ■ hills
- 228. Lack of places to sit and view without obstructing track
- 229. Lack of seats ■ lack of shaded seats to eat lunch ■ benches at good view points
- 230. Lack of shelters ■ lack of shelter at Anakiwa end ■ lack of shelters in bad weather ■ extra shelters
- 231. Lack of tables etc Punga-Portage
- 232. More track maintenance
- 233. More lookouts and benches ■ more resting places

234. More maintenance and management, e.g. water tables, perhaps short boardwalks in especially damp areas. Bridges were good. Serious erosion problems beginning in some places, poor water diversion devices.
235. More seats and signs ■ seats between Ship Cove and Portage
236. Lack of benches
237. Lack of shelters
238. Most of track more like old road than tramping track
239. Mud between Portage/Torea ■ mud from Punga to Portage ■ mud into Punga
240. Mud but complaining about mud in winter is silly
241. Muddy parts of track cut up by bikes ■ MTBs making mud
242. Muddy, where does my \$2 go?
243. Narrow track needs fences past steep banks
244. No benches along track ■ not enough beaches
245. No seats/shelters for first three days (Ship Cove - Torea) ■ no seat between Torea and Mistletoe
246. No shelters for wet weather, signs from Punga ■ no shelter on last day
247. Not enough lunch spots ■ not enough picnic places ■ not enough places to sit and eat
248. Not enough viewpoints or access to remote bays
249. Often very steep ■ steep at Ship Cove ■ Portage section
250. Panicked by large group of bulls/cows
251. Poor track Endeavour-Punga, no shelters at camps
252. Punga-Portage too far
253. Roads into resorts detract from experience
254. Rock and mud (but this is nature so no complaint)
255. Seats and shelters more frequent and regularly spaced ■ shelters from rain at intervals
256. Shelter between Punga and Portage dirty ■ shelters and signs at Punga
257. Ship Cove-Furneaux and Punga-Torea too long (unfit) if we had known it was hilly we would have taken longer and stayed at Resolution
258. Slippery ■ slippery, channels, erosion ■ first 27 km muddy/slippery■
259. Slippery at Ship Cove end and dung on track in last section
260. Slips, tree falls, wasps ■ side track needs attention
261. Some view points of the Sounds, platforms perhaps
262. Steep in places ■ steep, muddy ■ too many hills
263. Streams without bridges■
264. Track at Punga
265. Track between Kenepuru and Torea (hills) ■ between Punga and Camp Bay
266. Track from Resolution-Punga ■ Track to Punga Cove (9) ■ track to Bay of Many Coves
267. Underestimated difficulty of Camp Bay-Torea

- 268. Very rutted and in places, quite dangerous to walk on
- 269. Metal spikes in the middle of track on top of first hill after Torea Saddle and between Mistletoe and Anakiwa
- 270. Wet, dead goat on track
- 271. Wide exposed paths on ridges
- 272. Track down to Bay of Many Coves - internet did not adequately describe the danger especially after rain
- 273. Poor muddy track in a lot of places. Old oil drums (from DOC?) lying all around the sides of the track. The track wasn't that well marked and had to stop a few times to try and make sense which way we were meant to be going

VIEW

- 274. Not enough sunny spots to sit and view ■ not enough view points(3) ■ lack of view due to walking through bush for long periods
- 275. Expected some more open views between Punga and Torea
- 276. Not enough view from Ship Cove to Punga ■ views blocked by bush a little too often
- 277. Seeing marine farms and clear felling
- 278. Too much bush restricting views ■ parts without views
- 279. Too much logging and building ■ view ruined by logging ■ shame about logged hillsides
- 280. Views obscured by trees, location of Cowshed Bay Camp
- 281. Lack of views
- 282. I expected to see more different views and landscapes, but it was again and again a view of the Sound, but from another point of view.

WATER SUPPLY

- 283. Lack of water (cold) ■ lack of water taps ■ lack of drinking water (4) ■ lack of water, long third day
- 284. Not warned to bring water treatment ■ warning of water quality ■ need warning that water needs treating (2)
- 285. Cleaner water ■ better water supply ■ confusion over Ship Cove water supply
- 286. DOC provided drinking water not treated, not good when you are thirsty and no-one told you it would need treating.
- 287. Lack drinking water Punga-Portage ■ lack of quality drinking water
- 288. No prior warning that water needed boiling ■ little public information about water supply on track
- 289. Lack of water and toilets, pre-track information suggests more is available

MISCELLANEOUS

- 290. Farmers claiming to be doing DOC work spraying shifting cows 27 December, large waiting crowd of hikers (3)

- 291. Did not allow enough time to enjoy it all
- 292. Lack of access to sea
- 293. Last section seemed to be very developed. Felt as if I could hop on a bus and save the bother of walking
- 294. No overnight parking at Anakiwa
- 295. Not enough time

Appendix 13

IMPACTS OF OTHER USERS

COMMENTS ABOUT BIKERS – NEGATIVE

1. Bells on MTBs (2) ■ bike riders didn't advise of their approach
2. MTB not giving way or warning (2) ■ MTB most times announced their presence too late
3. Speed of MTB (2) ■ slowing down a wee bit ■ sometimes MTBs speeding too much
4. Bad fright by MTB from behind
5. MTBs carry cow bells, surprisingly little rubbish
6. Stopping to let bikers and hikers past
7. Walkers and MTBs fine together on same track
8. Too fast ■ one MTB startled me and missed me by 5cm, then didn't apologise
9. A couple of MTBs riding like they own the track
10. A few people did not seem very happy about MTBs on track
11. A little worried about the unexpected bikers
12. Almost got ploughed down by MTBs 'racing' along track a few times, had to keep moving out of their way
13. Almost run down a couple of times ■ almost hit by a bike going too fast
14. Although not crowded the weaker MTBs did hamper me
15. Bike need to be aware at all times ■ cyclists did not give way to walkers
16. Bikers (local biking group) coming from Anakiwa were quite aggressive and not careful at all. It might help only opening the track for bikers only one way!
17. Bikers friendly but annoying, trampers fun and friendly
18. Cyclists approaching from behind usually not good at letting you know they were there
19. Dangerous to have bikes on a narrow walking track
20. Dodging fast MTBs tricky but mostly ok
21. Don't really like sharing with cyclists but there weren't so many as to be a problem
22. Excitement and happiness. The only exception was when MTBs passed through. I wasn't fond of seeing them and what the bikes did to the track
23. Getting out of the way of MTBs ■ had to jump out of way of MTB
24. Good not to see MTBs until end
25. Group of MTBs really annoying riding past and tearing up the track
26. Having to be aware of bikes
27. I believe MTBs will be a problem in the future
28. I still hate MTBs

29. MTB gave us a bit of a fright, suggest bells or horns, but all MTBs courteous and considerate
30. MTB make a mess and can be disruptive ■ loud bell and aggressive afterwards
31. MTB should not be on 'walking track' during high season
32. MTB startled sometimes ■ MTB sneaking up behind, annoying a bit
33. MTB warning ■ MTB didn't really warn you ■ MTB give more warning
34. MTBs a nuisance at times and could be dangerous
35. MTBs a nuisance especially when on convoys and school party
36. MTBs a slight concern
37. MTBs coming up too quickly with no warning. It would help if lead bike would tell walkers how many in the group
38. MTBs made me stop walking continuously ■ MTBs did not dismount/give way
39. MTBs made us move, not very enjoyable ■ MTBs sometimes too fast and close
40. MTBs too fast ■ sometimes the mountain bikes scared the shit out of me
41. MTBs use a bell ■ MTBs were hard to hear ■ run down by MTBs
42. Nearly wiped out my 10 year old and didn't think to apologise
43. Nerve racking to have 27 MTBs speed past at different times
44. Not too keen on the bikers on the track, but there weren't very many of those, so they weren't too intrusive.
45. Small irritation to have the same bikers pass us several times
46. Some MTBs didn't advise when coming up behind ■ some MTBs did not indicate presence and cut up track
47. The bike people come up on you sometimes you had to jump off to the side
48. The first day we had to give way to many MTBs but this was the only day the track was crowded
49. Tyre holes from bikes
50. Walkers friendly and added to ambience, MTB too fast - eight with no bell
51. We had to move aside for them, some users were unpleasant ■ had to move aside
52. MTBs should have bells – nearly knocked off the track on a blind corner

COMMENTS ABOUT BIKERS – POSITIVE

53. Great to see walkers and bikers can use the track together (4)
54. Bikers were polite and thoughtful ■ didn't see many people, bikers were all polite
55. Courtesy shown by both walkers and bikers ■ hikers and bikers all courteous
56. Easy to share friendly multi-use track ■ enjoyed meeting other hikers and MTB
57. Good to see multi use ■ excellent shared use ■ friendly multi use track
58. Having to stop and let cyclists past, they were considerate though and not too fast
59. Locals good to talk to, MTB no problem
60. Most cyclists considerate, a few not ■ MTB OK but bell would help
61. MTB chop up track but bikers were courteous
62. MTB not a problem as track wide enough ■ I did not really mind them being there

too

63. MTB were considerate and gave plenty of warning ■ MTB very considerate overall
64. MTBs could be a problem but the eight we experienced were good
65. MTBs polite ■ met some MTBs they were very considerate ■ courteous MTBs (2)
66. MTBs were courteous but I would prefer they weren't there. Constantly on the lookout for them
67. No problem with bikes ■ no problems from MTB ■ MTBs very thoughtful and careful
68. Some of the walkers were too talkative, but they soon passed out of earshot. The mountain bikers were a bit of a pain but most were considerate, only two youths were dangerously stupid.
69. Track wide enough for people to pass easily (including MTB)
70. Very positive. Very friendly. MTBs courteous. Did find that the MTBs had cut up the track in places as it had been raining for a few days previously. Maybe the worst areas need metalling or a bypass for trampers
71. We expected to be jumping away from MTBs but they were considerate with the trampers
72. They were all friendly and enjoying the experience, especially the bike riders

COMMENTS ABOUT BIKERS – NEUTRAL OR BALANCED

73. Bikers made track muddy in places but great track is open to bikers keep it that way
74. Didn't see many MTBs, relief I think ■ bikers ok but need to be more responsible
75. MTB may damage track but nothing against them
76. MTBs weren't as bad as expected, however sometimes they were surprising from behind. Perhaps if there had been more of them it would have been different
77. Not sure about MTBs
78. Quite a number of bikers on last day
79. Respect between bikers and hikers ■ need to slow, no problems
80. Some bikers considerate, others dangerous
81. Some too fast rest polite and gave way
82. Sometimes the bikes but provided there are not too many it's OK
83. The bikers announced themselves, no problems
84. Anti bike comments - clashes with MTBs going opposite direction
85. As long as we were careful and kept control everything was cool
86. As the track was quiet we had no problems passing people
87. Enjoyed contact with walkers as we passed carefully
88. Both walkers and bikers should gave way
89. No MTBs seen ■ no MTB today
90. Nothing against bikers personally but you are never sure about their balance on these trails and giving way, no audible warnings were heard
91. Ok that people hike and bike
92. Standing aside for bikes; who were all very courteous except for some kids on the

last section.

93. Standing aside for MTBs, ■ we tended to give way to bikes rather than the reverse

BIKERS COMMENTS

94. Extra care needed going downhill ■ can't let loose on the downhills
95. Friendly walkers and other bikers, all seemed happy
96. Good to see a cheery face, slow hikers held us up a little
97. Had to avoid walkers but everybody was considerate of each other
98. Hardly any people, didn't have the feeling that I was troublesome on my bike
99. Hikers were aware of our presence and we shared the trails with a minimum of disturbance
100. I had to be careful because of walkers on the downhill
101. We were a group of eight middle aged males on bikes and we went out of our way to be friendly and polite to walkers
102. I was surprised to see so many bikers (a group of 40 spread out ahead of us) I tried hard to slow around trampers but could sense their disapproval of bikers
103. Leapfrog of walkers and slow inexperienced MTBs
104. On bike they're happy to let you pass them
105. The walkers were great. It was good to see people that we had started the track with. Many of them commented favourably about the behaviour of our boys who were cycling with us.
106. They did not want me on the track ■ they threw rocks at us ■ may have annoyed some walkers
107. They were smiling and friendly which made me feel welcome as a biker ■ walkers all good
108. Walkers not getting in the way when requested
109. Walkers very considerate - no hassles or complaints ■ walker very courteous
110. Walkers were no hindrance and vice versa
111. We were on bikes and very conscious about the walkers but some were grumpy towards us

BIKE EFFECTS ON TRACK

112. Bikers speeding and cutting up the track
113. Cut up track, got in way ■ crowding, tyre grooves on ground ■ churned up near Mistletoe
114. MTBs churn up track ■ MTB tracks – mud
115. Slipping walkers cause just as much damage as bikes
116. Track erosion ■ track condition due to bikes and pigs ■ track churned by bikers ■ the bike tracks
117. Few muddy patches between Mistletoe and Anakiwa possibly torn up by MTB

FEW PEOPLE

- 118. Didn't see any (9) ■ didn't see many, kept to themselves ■ didn't see any, no garbage
- 119. Not many ■ not busy ■ met few (9) ■ nil on 3 days ■ only noticed them on the last day (2)
- 120. Did this track because of few people and lots of space
- 121. Didn't meet many except a few on the last day
- 122. Didn't see very many other people, only saw people in passing so they had no real effect.
- 123. Few people only three MTBs ■ few till Te Mahia - Anakiwa
- 124. Few people so nice to meet them ■ few people but interesting
- 125. Few, a school group well behaved
- 126. Few, felt like I was alone and that was nice ■
- 127. Hardly saw any but those I did see were friendly and polite
- 128. Insignificant ■ didn't really see much evidence of other users along the way
- 129. It wasn't crowded ■ many hours without seeing others ■ I was mainly alone ■ I did nearly the whole track alone
- 130. Mostly quiet, just passed time of day and went on, suits us. Glad it was quiet
- 131. Nice to talk to but what would it be like on a fine day
- 132. No others, it was lovely ■ hardly saw any ■ light foot traffic
- 133. Not crowded compared to Abel Tasman over Christmas, on day hike only so left Ship Cove after others
- 134. Not many and all friendly ■ not crowded only met nice people
- 135. Only saw one other person ■ Only saw two other people ■ Only saw three other people (3) ■ Only saw four other people (3) ■ Only saw five other people- middle of winter ■ only saw six in three days ■ one group of four
- 136. Other hikers but spread out so we were on our own most of the time
- 137. Other people on the track don't bother me, try the Tongariro Crossing ■ less crowded than Abel Tasman
- 138. Quieter than expected ■ get lonely at times
- 139. Realisation how few NZ users compared to tourists
- 140. Saw two today in comparison to other days which were very quiet
- 141. Saw few, nice to see people enjoying, not too busy ■ not many others so difficult to comment
- 142. Saw very few people, lovely private experience ■ saw nobody
- 143. Surprised how few ■ track quiet ■ surprise how few? Except last day
- 144. Very few ■ very few except Anakiwa end
- 145. We didn't see too many people thankfully, I would not have enjoyed it so much if we had
- 146. Enjoyed seeing occasional other hiker, Portage to Anakiwa only busy day
- 147. Enjoyed the feeling of being by myself yet having others to share the experience with.

NEGATIVE COMMENTS ABOUT OTHER USERS

- 148. Less impressed with party of youths barging past two abreast
- 149. Noisy boat and occupants distracting from bird watching ■ motor boat noise
- 150. Noisy large group ■ noise on track from school groups
- 151. Snoring ■ noisy campsites ■ loud music late at night ■ noise at New Year
- 152. Sometimes too many day walkers in large groups ■ large groups
- 153. Larger tour groups were a bit intrusive ■ talking

CROWDING

- 154. At accommodation ■ filled up accommodation
- 155. Crowded (2) ■ too busy (2), not getting alone time
- 156. Crowded between Te Mahia and Anakiwa ■ crowded at Anakiwa end compared with rest
- 157. Loss of serenity
- 158. Lots of walkers at Anakiwa end, just slowed down to let them past
- 159. Occasionally affected our pace when walking behind them ■ we tried to leave early (7 o'clock) to avoid the crowd
- 160. Too many people between Resolution and Camp Bay, I felt like in a city park or street, I had looked for a backcountry experience

LITTER

- 161. Positive (8) no litter ■ little litter (3) ■ not much rubbish which was good
- 162. Little rubbish, bit crowded but not bad, everybody considerate
- 163. Cigarette butts at good sitting sites
- 164. Few people no rubbish
- 165. Litter ■ more rubbish than on other 'not so popular tracks' ■ litter at Camp Bay
- 166. Track was very clean (litter free) and well-maintained. Would have enjoyed more if had been less people, though.

TOILETING

- 167. People using side of track as toilet, not burying waste (Punga- Bay of Many Coves)
- 168. Someone had left a deposit and toilet paper on the track
- 169. Toilet paper on ground ■ toilet waste along track and litter near Bay of Many Coves shelter

POSITIVE COMMENTS ABOUT OTHER USERS

- 170. Positive (4) ■ positive, stimulating ■ positive interactions, different nationalities
- 171. Kept up morale ■ inspiring, supportive (2)
- 172. Company (2) ■ company for dinner ■ company at lodges
- 173. Friendly (2) and happy ■ friendly and interesting
- 174. Nice company (2) ■ people were great ■ I enjoyed their company
- 175. Encouraging ■ encouraging and improved the experience ■ enhanced experience

176. Inspiring friendly. Some of them I met on all the days and we became acquainted
177. Advice on what to expect, a rest for a few minutes to stop and chat
178. Gave a sense that we are not alone in the world
179. Generally friendly and really impressed with the lack of litter helpful if needed
180. Good to have others to help and encourage over difficult parts
181. Helpful ■ helpful when lost ■ helpful advice ■ pointing out good lookout
182. People got lost and we had to direct them
183. Pleased to see Kiwi hunters on track with hunting dogs and rifles - you don't see this in the UK and they were very polite and pleasant.
184. A positive meeting experience of people from many parts of the world. Lots of people enjoying themselves and enjoying being in a beautiful environment
185. A welcome change to my otherwise solitary experience
186. Allowed for some pleasant talks with other people
187. An opportunity for a brief but pleasant encounter ■ an opportunity to chat
188. Camaraderie of people doing same trip ■ good feeling of camaraderie with all trampers
189. Camaraderie, made me feel strong carrying my pack (we were the only ones)
190. Chance for a quick talk, was fine
191. Companionship - moving along the track with the same group was very enjoyable
192. Contact with other like-minded users was generally enjoyable part of experience
193. Courteous ■ everybody courteous and friendly
194. Curious about my gear
195. Enjoyed meeting people from other countries ■ enjoyed meeting other hikers on route
196. Every body friendly, nice to share the experience ■ everybody seemed pretty positive
197. Friendliness, people to talk to and swap experiences with ■ exchange experiences
198. Friendly remarks and knowledgeable comments ■
199. Friendship ■ friendliest people ■ good company very friendly
200. Good people met ■ fun to meet people ■ great to meet a lot of people
201. Good to see others making the effort to walk
202. Good to see them ■ good to see others occasionally ■ good to see people enjoying themselves
203. Great way to meet other travellers ■ great to meet other people from other countries
204. Happy to see us ■ happiness
205. I enjoyed coming across other users of the track (walkers and bikers). It was great to stop and chat or not. It was lovely seeing all sorts of people using the track.
206. Interesting little stories ■ good chats ■ just interest
207. It made the whole experience very sociable! I made a few friends and walked with them! It was great to meet up with folk!
208. It was great to meet other users and share knowledge of NZ with them

209. Lots of friendly supportive people ■ mainly positive ■ kind and considerate
210. Met few and enjoyed lack of people ■ nice to meet but I normally like to walk alone
211. Most were friendly and good company ■ met nice tramping companions
212. Nice talks in the lodges
213. Nice to have people around so you know you are on the right track
214. Nice to meet them ■ nice relaxed people make a good atmosphere
215. Nice to see friendly faces, but good to have the track to ourselves most of the time
216. Nice to see people enjoying ■ good to see everybody out enjoying themselves
217. Nice to see the people and know we not the only ones on the track
218. No conflicts, was really good actually
219. Not too busy in our experience, enjoyed camaraderie and fun meeting others
220. Other walkers friendly, locals definitely not
221. Pleasant to meet other but not at all crowded
222. Pleased to meet people ■ pleasant company when we chose to be together
223. Pleased to meet people of different countries ■ pleasant to talk to other nationalities
224. Positive interactions but I guess I walked at a quiet time ■ a positive effect
225. Quick conversation ■ pleasure to see them
226. Relaxed friendly people ■ polite and friendly
227. Shared goals ■ shared experience with others of different nationalities ■ shared experience of this and other tracks
228. Someone to chat to ■ some nice chats ■ Someone to meet and swap experiences
229. Uplifting, everybody enjoying the experience
230. Very pleasant ■ Very friendly ■ very courteous
231. Very civilised people, one young couple on my first day kept looking back to see if I was alright (70 yr old), I was very touched
232. Walking together, exchanging info about other places
233. We all knew each other by the end, it was great ■ very friendly and accepting of each other
234. Reassuring to see others at times, but sometimes a bit annoying if all going to the same place
235. It was just nice to see other people and say hello. I was walking on my own so as a lone female traveller it was nice to know there were other trampers around although if it were too crowded it would change the experience for the worse I feel. I think more trampers would also have a bad impact on the untouched nature as well.
236. Safety in case of accident, just the right amount of people
237. Safety, about 10 per day, about right
238. There were enough that we felt safe if we needed any assistance but not in any way crowded
239. Walking on my own - other user gave me security and company
240. Enjoyed company when they were around, at times felt like I was the only person walking alone

- 241. Motivating, would meet during the day and often share accommodation
- 242. Motivational, exchange of experiences

MISCELLANEOUS

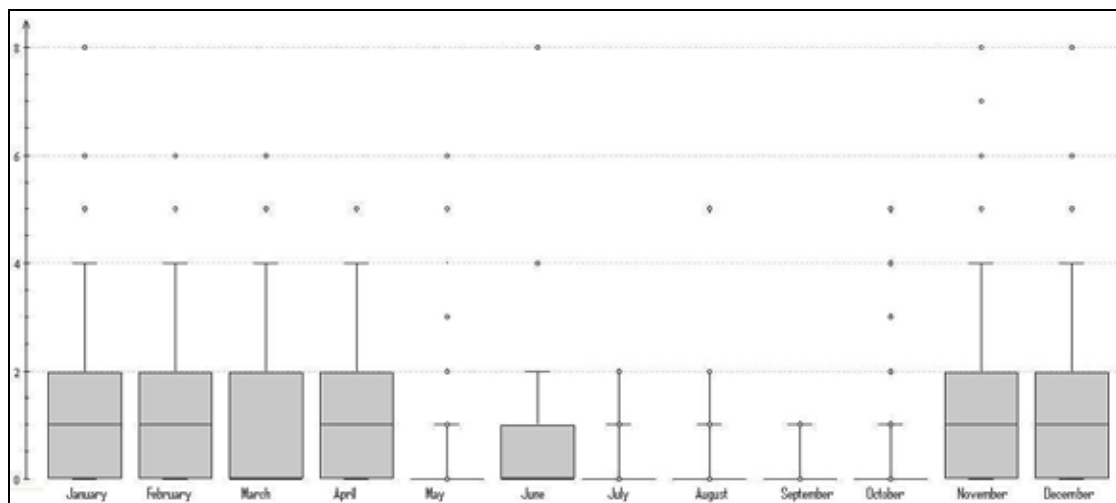
- 243. Hunters on track (3)
- 244. They were great
- 245. Can the Heaphy be like this
- 246. Didn't like others feeding weka
- 247. Dog poo
- 248. Fairly pleasant
- 249. Feeling of safety (there are other people there)
- 250. Felt motivated to see others as this is a sign we are on the right track
- 251. Footprints
- 252. Good to have one way
- 253. Impressed with wheelchair rider
- 254. Liked the fact that day-trippers only at Ship Cove and Anakiwa ends, trampers between
- 255. Made me feel old
- 256. Neutral the more people that have the opportunity to experience the track the better
- 257. Overtaking 'are we slow?'
- 258. People walking in opposite direction
- 259. Running race from Anakiwa-Punga Cove
- 260. Sneaky Russians putting up tent in Bay of Many Coves shelter
- 261. We had a four year old so we weren't racing

Appendix 14

SUMMARY OF CROWDING PERCEPTIONS

| | | CROWDING INDEX | | | | | | | | | | | |
|-----------|--------|--------------------|-----|------------------|----|--------------------|----|--------------|---|-------------------|-------|-----------|--|
| | | Not at all crowded | | Somewhat crowded | | Moderately crowded | | Very Crowded | | Extremely crowded | | | |
| MONTH | YEAR | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | TOTAL | % CROWDED | |
| March | 2004/5 | 74 | 14 | 15 | 1 | 11 | 1 | 2 | | | 118 | 25% | |
| April | 2004 | 57 | 31 | 22 | 6 | 6 | 1 | | | | 123 | 28% | |
| May | 2004 | 45 | 5 | 3 | 1 | | 2 | 1 | | | 57 | 12% | |
| June | 2004 | 34 | 10 | 4 | | 1 | | | | 1 | 50 | 12% | |
| July | 2004 | 17 | 2 | 1 | | | | | | | 20 | 5% | |
| August | 2004 | 17 | 1 | 1 | | | 1 | | | | 20 | 10% | |
| September | 2004 | 23 | 3 | | | | | | | | 26 | 0% | |
| October | 2004 | 120 | 13 | 9 | 3 | 2 | 2 | | | | 149 | 11% | |
| November | 2004 | 79 | 33 | 28 | 5 | 7 | 7 | 3 | 1 | 1 | 164 | 32% | |
| December | 2004 | 77 | 45 | 30 | 5 | 11 | 2 | 1 | | 1 | 172 | 29% | |
| January | 2005 | 128 | 53 | 43 | 5 | 20 | 6 | 2 | | 3 | 260 | 30% | |
| February | 2005 | 74 | 36 | 18 | 4 | 14 | 5 | 1 | | | 152 | 28% | |
| Total | | 745 | 246 | 174 | 30 | 72 | 27 | 10 | 1 | 6 | 1,311 | 24% | |

Crowding effects by month (mean, standard deviations + outliers)



Appendix 15

NOTES FROM INTERVIEWS WITH OTHER STAKEHOLDERS

| TYPE | COMMENTS |
|--------------------|--|
| Permanent resident | <p>I brought this property several years ago but have only lived here for 9 months.</p> <p>I didn't realise that the track was so close to my property, in fact I'm not sure that it doesn't run across the back of it</p> <p>I didn't realise how many people would come past my back door, there is a constant stream some days. It wouldn't be so bad if they couldn't look in the back door and I didn't have to see them or hear them</p> |
| Permanent resident | <p>We get people coming up to ask how far it is to Furneaux, especially later in the afternoon in winter when the light's starting to go. Some are concerned that they may not catch their boat.</p> <p>I think water taxi operators should take more responsibility about dropping people off late in the day when there is not enough daylight for them to get to their destination with a reasonable margin of safety. They drop them off at Ship Cove at 2pm in the middle of winter with a good 4 hours to get here and only 3 hours daylight left.</p> <p>We have had people coming to ask for first-aid assistance, one in quite a bad way. Hypothermia is a real risk with lightly clothed and equipped people.</p> <p>The toilet issue is a real problem. One day I looked out my kitchen window and saw some relieving themselves on our front lawn. We often find toilet paper and deposits.</p> |
| Lodge owner | <p>Toilets are a problem. We have spent a lot of money installing a sewerage treat system to meet discharge standards and to cope with our peak loads. When we get passing walkers using our toilets and not spending a cent it's a bit difficult to take. The council monitor our discharge closely and we cannot afford to overload the system, especially over busy periods.</p> <p>Safety of walkers is something that probably needs looking into. What happens when someone is overdue or goes missing? Who would know (and how)? Some form of coordinated response is needed. We (operators) have had discussion about this but as more people use the track, all year round, this needs looking at.</p> <p>We get people calling in requesting, or expecting first-aid supplies or assistance. We don't mind so much when they are guests but when they are not, unable or unwilling to pay... What can you do, it's hard to deny help to those who need it, as well as the risk of negative publicity if we refused.</p> <p>Wasps are a real problem at times. People come to us for help when they've been stung.</p> <p>A lot of people take our maps and brochures because they have started their walk without any sort of guide. This is another service we seem to be expected to provide without any return.</p> |

Appendix 16: Pre-visit Survey Form



Department of Conservation
Te Papa Atawhai

Queen Charlotte Walking
Track User Research

Pre-visit Survey

Dear Track User,

I am conducting research on the Queen Charlotte Walking Track for the Department of Conservation. Part of this research involves collecting information about users, their use and experience on the track. I invite you to assist us by sparing 5 minutes to fill in this pre-trip user survey. The information collected will be used in the management the Queen Charlotte Walking Track for the benefit of all users. The information provided will be treated as confidential and only used for the purpose described.

Date: _____

Name: _____ *This is optional but will help to match pre and post visit survey responses*

1. About You

Gender Male Female **Age Group** < 20 20-39 40-59 60+

Nationality New Zealand resident or Visitor to New Zealand

City/Town _____ Country _____

2. What you intend to do.

A. How many days do you plan to spend on this trip? _____ days

B. What is the **main** activity you will undertake

Short walk
Day walk
Overnight walk with full pack
Overnight walk without full pack
Bike
Kayak
Other

C. Where will you stay on the track?

Camp
Lodge/hotel/motel/cabin
Aboard a vessel
Not applicable

D. If you are being guided on your trip please name the company here.

3. Intended Route

A. Starting point of your trip

- Ship Cove
- Furneaux/Endeavour
- Torea
- Anakiwa
- Other.....

B. End point of your trip

- Ship Cove
- Furneaux/Endeavour
- Torea
- Anakiwa
- Other.....

4. How did you find out about the Queen Charlotte Walking Track.

Internet Department of Conservation
Travel company or agency Word of mouth
Other

Please Turn Over

5. Motivations

Please list in order of importance **up to** four reasons for visiting the Queen Charlotte Walking Track.

1. (most important) _____

2. (second) _____

3. (third) _____

4. (fourth) _____

6. Expectations

What are you most looking forward to during your visit to the Queen Charlotte Walking Track?

Thank you for sparing the time to complete this survey. Please hand to a DOC representative, the skipper of your vessel or post it to Department of Conservation, Sounds Area Office, P O Box 161, PICTON.

We are also interested in your feedback following your experience on the Queen Charlotte Walking Track. If you are willing to help with this you may do so by

either Completing a Post Visit Survey form as you exit the track (if available)

or Provide a contact FAX, phone or email address and a survey form will be sent to you

FAX _____
Phone _____
email _____

Thank you for your assistance.

Peter Sutton
Department of Conservation

Appendix 17: Post-visit survey form



Department of Conservation
Te Papa Atawhai

Queen Charlotte Walking Track User Research - Post-visit Survey

The information collected will be used in the management the Queen Charlotte Walking Track (QCWT) for the benefit of all users. The information provided will be treated as confidential and only used for the track management.

A. Name: *This is optional but will help to match pre and post visit survey responses*
 Male/ female
Nationality NZ Resident Other _____

B. Date(s) of your QCWT experience :
 Start: _____ Finish: _____

C. What was your *main* activity on the Queen Charlotte Walking Track?
 Day hike Bike
 Tramp (with full pack) Tramp (without full pack)
 Kayak other

D. What aspects of your Queen Charlotte Walking Track experience did you particularly value or enjoy?

E. With what things were you dissatisfied about to experience on the QCWT?

F. What were the main effects that other users of the Queen Charlotte Walking Track had on you?

G. Did you feel crowded on the last full day of your trip? (Please tick)

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Not at all crowded | Somewhat crowded | Moderately crowded | Very crowded | Extremely crowded |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

H. What suggestions can you make that might improve Queen Charlotte Walking Track?

Feel free to continue writing responses over page if more space is needed

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