

**EXHIBIT A  
OPERATING PLAN TABLE OF CONTENTS**

<b>1) INTRODUCTION.....</b>	<b>1</b>
<b>2) MANAGEMENT, ORGANIZATION, AND RESPONSIBILITIES.....</b>	<b>1</b>
A) CONCESSIONER.....	1
B) SERVICE .....	1
<b>3) SPECIFIC OPERATING STANDARDS AND REQUIREMENTS.....</b>	<b>1</b>
A) CLASSIFICATION AND STANDARDS.....	1
B) OPERATIONAL EVALUATIONS.....	2
C) RATES.....	2
D) PURCHASING.....	4
E) SCHEDULE OF OPERATION .....	4
F) STAFFING AND EMPLOYMENT.....	4
G) TRAINING PROGRAM.....	5
H) ENVIRONMENTAL MANAGEMENT PROGRAM .....	5
<b>4) SCOPE AND QUALITY OF SERVICES .....</b>	<b>6</b>
A) MARINA OPERATIONS: REQUIRED SERVICES .....	6
B) MARINA OPERATIONS: AUTHORIZED SERVICES.....	7
C) BOAT RENTAL.....	8
D) FORM OF PAYMENT .....	9
E) ACKNOWLEDGEMENT OF RISK FORM.....	9
<b>5) UTILITY RESPONSIBILITY .....</b>	<b>9</b>
A) CONCESSIONER.....	9
B) SERVICE RESPONSIBILITY.....	10
<b>6) GENERAL OPERATING STANDARDS AND REQUIREMENTS .....</b>	<b>10</b>
A) SANITATION .....	10
B) CONCESSIONER RISK MANAGEMENT PROGRAM.....	10
C) FUEL STORAGE TANK AND HAZARDOUS WASTE PROGRAM .....	10
D) INTEGRATED PEST MANAGEMENT .....	10
E) VEHICLES AND EQUIPMENT.....	11
F) LOST AND FOUND POLICY .....	11
G) COMPLAINTS.....	11
H) ADVERTISEMENTS/PUBLIC INFORMATION/SIGNS.....	11
I) USE OF NATIONAL PARK SERVICE AUTHORIZED CONCESSIONER MARK (MARK).....	11
J) PROTECTION AND SECURITY.....	12
K) SMOKING IN CONCESSION FACILITIES.....	12
<b>7) REPORTS.....</b>	<b>13</b>
A) CONCESSIONER.....	13
B) SERVICE .....	13
C) SUMMARY OF INITIAL AND RECURRING DUE DATES .....	13
<b>APPENDIX 1 – SAMPLE ACKNOWLEDGEMENT OF RISK FORM .....</b>	<b>16</b>
<b>APPENDIX 2 – NPS HEALTHY AND SUSTAINABLE FOOD CHOICE GUIDELINES 2012.....</b>	<b>15</b>
<b>APPENDIX 3 - QUICK SERVICE FOOD &amp; BEVERAGE STANDARDS (10-FBQ).....</b>	<b>20</b>
<b>APPENDIX 4 - MARINA STANDARDS (10-MAR) .....</b>	<b>27</b>
<b>APPENDIX 5 - BOAT RENTAL STANDARDS (10-BOA) .....</b>	<b>38</b>

## **1) INTRODUCTION**

This Operating Plan between [Concessioner Name] (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "Service") describes specific operating responsibilities of the Concessioner and the Service with regard to those lands and facilities within Bighorn Canyon National Recreation Area (hereinafter referred to as the "Area") that are assigned to the Concessioner for the purposes authorized by the Contract.

In the event of any conflict between the terms of the Contract and this Operating Plan, the terms of the Contract, including its designations and amendments, will prevail.

This plan will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Any revisions shall not be inconsistent with the main body of this Contract. Any revisions must be reasonable and in furtherance of the purposes of the Contract.

## **2) MANAGEMENT, ORGANIZATION, AND RESPONSIBILITIES**

### **A) Concessioner**

- (1) The Concessioner must designate a concession manager, who has full authority to act as liaison in all concession administrative and operational matters. The Concessioner must furnish the Superintendent with a list of key personnel and their job titles by April 15 each year.

### **B) Service**

- (1) The Superintendent through his representatives will review, supervise, and coordinate concession activities.
- (2) The Management Specialist (or other designee) has delegated authority to coordinate all administrative and operational matters. They act as the liaison with the Concessioner and the Superintendent. They make recommendations on all aspects of the concession operation. They ensure necessary program reviews and inspections.
- (3) The United States Public Health Service (USPHS) monitors food and beverage services, grocery stores, solid waste disposal, water, and waste water systems to ensure adherence to all applicable public health standards.
- (4) The Chief Ranger is responsible for law enforcement, fire management, search and rescue, and emergency medical services.
- (5) The Facility Manager and North District Maintenance Foreman are responsible in matters pertaining to maintenance.
- (6) The Administrative Officer is responsible for matters relating to fiscal management, including billing for payment of franchise fees, utilities, and services provided to the Concessioner.

## **3) SPECIFIC OPERATING STANDARDS AND REQUIREMENTS**

### **A) Classification and Standards**

The Service implemented standards will apply to this Contract, except as explained below. Concessioner visitor services and facilities must conform to current Service standards as provided in these standards and any specific requirements in the Operating and Maintenance Plans.

- (1) For the Concessioner's information, the operating standards for the following services are attached to this Operating Plan:

<b>SERVICE / STANDARD</b>	<b>APPENDIX</b>
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- |  |            |
|--|------------|
| 1) Quick Service Food & Beverage Standards | Appendix 3 |
| 2) Marina Standards                        | Appendix 4 |
| 3) Boat Rental Standards                   | Appendix 5 |
- (2) Exceptions / non-applicable standards are denoted with a strike-thru within the specific appendices (ex. ~~docks must be painted annually~~)

### **B) Operational Evaluations**

- (1) The Service and the Concessioner will jointly and separately inspect and monitor Concession Facilities and services with respect to Service policy and Applicable Laws. The Service evaluates Concession Facilities and services to ensure public safety and health and identify maintenance and operating deficiencies, and ensure satisfactory services for the public in accordance with the Contract.
- (2) Inspections may be conducted without prior notice.
- (3) *Annual Overall Rating*. As part of the Concessioner Review Program, the Service will determine and provide the Concessioner with an Annual Overall Rating (AOR) by April 1 for the preceding calendar year.
- (4) The Concessioner must perform annual interior and exterior fire and safety inspections and make written records, verifying the completion of such inspections. Fire and safety inspection forms will be supplied by the Service, completed by the Concessioner, and submitted to the Chief Ranger's office. The Service may conduct fire safety inspections at its discretion over the course of the Contract term.
- (5) A schedule of correction of deficiencies identified in inspections will be submitted by the Concessioner to the Management Specialist.
- (6) The Concessioner must meet with the Service prior to and following each operating season.

### **C) Rates**

- (1) Rate Determination. All rates and charges to the public by the Concessioner must comply with the provisions of Section 3(e) of the Contract, including (without limitation) Section 3(e)'s requirements regarding approval by the Service of the rates and charges set. The reasonableness and appropriateness of rates and charges under this Contract will be determined, unless and until a different rate determination is specified by the Service, using the methodologies set out below. As used in this Operating Plan, each of the specified methodologies has the same meaning as that set out in the Service Concession Management Rate Approval Guide July 2010 ("Rate Approval Guide") as it may be amended, supplemented, or superseded throughout the term of this Operating Plan.
  - (a) Merchandise Rates. Competitive Market Declaration. Merchandise items must be clearly marked with a price.
  - (b) Rental Rates. Comparability. Includes rates for slips, boats, recreation equipment, non-motorized boats, and other equipment rentals.
  - (c) Fuel Rates. Comparability method.
  - (d) Food and Beverage Rates. Upon implementation of food and beverage service, the Concessioner must develop its rates for food and beverage service in accordance with the current Service Guidelines. Before using the rates, the Concessioner must submit them for the Superintendent's consideration and approval. After the Superintendent approves the rates for the initial menu, the Superintendent will review those menu items regularly using a comparability analysis.
  - (e) Convenience and Grocery Items. The Concessioner must determine prices using the National Association of Convenience Stores (NACS) Markup Percentages, or if printed on packaging, the Manufacturer's Suggested Retail Price (MSRP). The Service will provide updates to Convenience Stores Markup Percentages annually.
  - (f) Outdated merchandise, such as film where spoilage is a problem may be sold at a discount rate provided that it has a proper label as being outdated, and is displayed separately from

merchandise which has not exceeded the manufacturers "do not sell after" date. Food items with an expired date may not be sold to the public and must be removed from the shelf.

- (g) If the Concessioner offers an item or service at less than the optimum condition, the item or service will be discounted. This does not condone shortages or "running out" of items on a regular basis.
- (2) Request Submittal for Rate Determination and Approval Process.
- (a) The Concessioner must submit to the Superintendent annually written requests for all rate changes by May 1. The Service will evaluate rates using comparables it selects, unless extenuating circumstances require reevaluation. The Service will consider alternative rate settings methodology to reflect substantial changes in service quality, expenditures, or required investment. The Service will approve, disapprove, or adjust rates and will inform the Concessioner within 30 days of the rate request submittal.
  - (b) Requests for rate increases will include pertinent information about the rate, product or service proposed.
  - (c) The Concessioner may reduce prices at any time, but will notify the Service of such decreases within 5 working days.
- (3) Public Relations.
- (a) The Concessioner must prominently post all rates for goods and services. Merchandising items must each be clearly marked with a price.
  - (b) The Concessioner must prominently post the following at all Concessioner cash registers and payment areas:

This service is operated by (Concessioner's name), a Concessioner under contract with the U.S. Government and administered by the National Park Service. The Concessioner is responsible for conducting these operations in a satisfactory manner. Prices are approved by the National Park Service. Please address comments to:

Superintendent  
Bighorn Canyon National Recreation Area  
P.O. Box 7458  
Fort Smith, Montana 59035

The Concessioner must forward to the Service, on a monthly basis, within fifteen (15) days of the last day of each month, a summary of all comments and complaints received on comment cards or any other form of documentation

- (4) Rate Compliance. Service staff will periodically conduct on-site comparability studies to update rate information for a rate review. The staff will check compliance with approved rates during periodic operation evaluations and throughout the year. Approved rates will remain in effect unless superseded by written changes approved by the Superintendent.
  - (a) Under Section 3 of the Contract, the Concessioner may grant complementary or reduced rates to the public/clients as are customary in the business activities required or authorized by the Contract.
- (5) Reduced Rates for Government Employees and Others
  - (a) Federal government employees on official business and others (not family members) on Service-related business, as designated by the Superintendent, will receive reduced rates. The Concessioner must provide transportation to or for the federal government for the conduct of official business at no cost on regularly scheduled trips where paying customers are not displaced, and at operating costs for those trips or transportation services and rental services not on regularly scheduled trips.

- (b) Goods and services must not be provided to federal government employees or their families without charge or at reduced rates except as available to the general public. Accordingly to this effect, the Concessioner must have a standing policy that the Concessioner must not offer any discount on a product or service, except as identified in Item (a) above, to any Service employee.

#### **D) Purchasing**

- (1) Competitive Purchasing. Purchases may be made from a facility operated or owned by the Concessioner or a parent company, provided the product is comparable in quality and price to like products manufactured by unrelated suppliers.
- (2) Discounts. To the extent applicable to the rate approval method in place, when feasible the Concessioner must take advantage of all available trade, cash, and quantity discounts and rebates and pass them through to the consumer or the operation.
- (3) Environmental. The Concessioner must purchase and use Environmentally Preferable products whenever available and feasible.

#### **E) Schedule of Operation**

- (1) Concession Facilities Minimum Hours of Operations. The Concession Facilities must be open at a minimum from 12:00 p.m. (noon) to 6:00 p.m. Thursday and Friday and from 9:00 a.m. to 7:00 p.m. Saturday, Sunday, and holidays from the middle of May to the middle of September.  
The Concessioner may open some or all facilities earlier or extend the season with the Superintendent's approval. This is dependent upon weather, availability of Area staff, and water levels to place/remove the docks and turn on/off the potable water supply. Upon request, and with consideration to weather and availability of staff, the NPS will make every effort to open the Marina at the earliest date possible in May and close the Marina at the latest possible date in September. Daily operating hours may be extended to meet customer demand.
- (2) The slip area must be closed to the general public from 8:00 p.m. to 7:00 a.m. daily. If necessary, this area may be restricted at other times.
- (3) Days and hours of operation must be posted in a location easily seen by the visiting public.
- (4) The Concessioner may extend its days and hours of operation upon the Superintendent's written approval. Notice must be given at least a week in advance.
- (5) The stairs to the marina building from the gas dock are closed to the public.
- (6) The gas dock area and boat slip areas are closed except to concession employees, government employees, boat owners, passengers, and customers.

#### **F) Staffing and Employment**

- (1) Employee Hiring Procedures
  - (a) The Concessioner must hire sufficient employees to ensure satisfactory services are provided without undue delays. On Thursday, Friday, Saturday, Sunday, and holidays, at least two people must be on duty during operating hours.
  - (b) The Concessioner must establish hiring policies that include appropriate background reviews of applicants for employment. The Concessioner must establish employment standards to ensure that public safety and security is maintained and that sensitive positions are identified.
  - (c) Operators of passenger carrying watercraft must have a valid operator's license for the size and class of vessel being operated. They must also meet any additional U.S. Coast Guard (U.S.C.G.) requirements established for watercraft operation and guide service. The Concessioner must provide the Area with a proposed training program and requirements for tour boat operators, to be reviewed and approved by the Area.
  - (d) Operators of any passenger-carrying vehicle must have a valid operator's license for the size and class of vehicle being driven.
  - (e) The Concessioner must maintain a drug-free workplace environment. The Concessioner must conduct educational programs for its employees to deter substance and alcohol abuse.

All employees who are in a position where federal or state law so requires must participate in a drug-testing program.

- (2) Employee Identification and Appearance. All employees dealing with the public must wear uniforms or standardized clothing with personal nametag. Employees must be neat and clean in appearance. All employees must project a hospitable, friendly, and positive attitude, and be capable of and willing to answer visitors' questions and provide visitor assistance. The Concessioner must take appropriate steps to enforce these rules.
- (3) Service Employees and Families. The Concessioner must not employ in any status a Service employee, his/her spouse, or a minor child of Service employees without the Superintendent's written approval. Service employees must submit a written request to the Superintendent. The Concessioner must not employ in any status the spouse or children of the Superintendent, Concessions Specialist, Chief of Administration, Chief Ranger, Facility Manager, Chief of Education and Resource Management or Safety Officer.
- (4) Concession Employee Residence. A maximum of one employee may reside in either the marina or at the assigned camper pad, adjacent to the upper parking lot, for the sole purpose of providing security and an emergency after-hours contact. The area associated with this employee's residence must be kept neat and orderly so as not to appear any different from the rest of the marina (such as visible storage of personal property, creation of a patio or social area, etc.). Employees must respect Area quiet hours.

#### **G) Training Program**

- (1) The Concessioner must provide hospitality and visitor contact training for employees.
- (2) The Service provides orientation training, including Service regulations, requirements, and interpretation.
- (3) At least one permanent member of the concession staff must be certified for Standard First Aid and CPR. This requirement must be met before the concession opens for the season.

#### **H) Environmental Management Program**

The Concessioner must develop, document, implement, and comply fully with a comprehensive written Environmental Management Program (EMP) to achieve the Environmental Management Objectives as described in the Contract, Sec. 6 (b).

- (1) The Concessioner must submit to the Service an initial EMP within 60 days of the effective date of the Contract and an updated EMP annually, by March 1.
- (2) Concessioner Environmental Inspections. The Concessioner must periodically conduct interior and exterior environmental inspections of all Concession Facilities in accordance with its documented EMP.
- (3) Concessioner Environmental Evaluations. The Concessioner must self-assess its performance under its EMP at least annually per Section 6(b) of the Contract.
- (4) Environmental Audit. The Service may periodically conduct a comprehensive environmental audit of all operations and facilities in addition to the review of the Concessioner's EMP. The Service Environmental Audit Program evaluates the Concession Facilities and operations with respect to environmental compliance, conformance with the Concessioner's EMP and Best Management Practices Criteria required of the Concessioner. The Concessioner must provide full access to management, facilities, documentation, and other resources necessary for the Area to conduct the audits.
- (5) The Concessioner must cooperate with the Service in scheduling environmental audits and in accompanying Area staff on audits and evaluations if requested.
- (6) The Concessioner is required to comply with correction dates or to establish abatement plans to correct deficiencies. Abatement plans are subject to Area approval.
- (7) The Concessioner must ensure employee compliance with environmental code regulations, as well as Area policies and guidelines.
- (8) Evaluations. Environmental management is also a component of regular Area evaluations.

#### **4) SCOPE AND QUALITY OF SERVICES**

All services are to be provided in a consistent and quality manner. The Concessioner must be responsible for monitoring its operation to ensure that quality standards are met.

The following is a list of Concession Facilities, equipment and services available.

##### **A) Marina Operations: Required Services**

The number slips used for specific assignment may vary slightly as the season progresses; however, the changes will be made to best accommodate visitor needs. Changes will be determined by the Concessioner with the approval of the Area.

- (1) Slip Usage – Of the fifty-four (54) total slips available at Ok-A-Beh Marina
  - (a) Forty-four (44) boat slips (30, 20-foot slips and 14, 24-foot slips) are available for full summer seasonal rental.
  - (b) Two (2) slips are held for overnight rental. These slips can be reserved in advance for a period not to exceed 7-days.
  - (c) Four (4) slips may be used for Concessioner rental boat purposes. With the prior approval of the Superintendent, the Concessioner may use vacant visitor rental slips for additional Concessioner rental boat purposes; however, visitor use of rental slips has priority. The Concessioner must provide a minimum of 2 rental power boats, either pontoon or fishing/power boats. The minimum rental size for fishing boat is 14 feet, and pontoon boat is 20 feet.
  - (d) Four (4) slips must be provided at no charge to the Service.
  - (e) Boats docked between fingers may not exceed 25 feet in length.
  - (f) Waiting lists are maintained for the rental of slips and slip transfers. Requests for slips are accommodated in the order they were received. The waiting list will be provided to the Area upon request.
  - (g) Boat slip rentals are one season in duration and the next season's requests must be made in writing.
  - (h) Boat dealers may not acquire slips for the purpose of selling boats. Subletting of slips is not permitted. However, if a seasonal renter would be absent from the slip for a period of time, other boats may register in its place.
  - (i) Sleeping overnight on boats moored in slips is permitted. Quiet hours are from 10:00 p.m. to 6:00 a.m.
  - (j) The Concessioner must ensure all vessels in wet moorage use sewage pump-out facilities and do not release any sewage into the waters of the Area.
  - (k) Slip Deposits and Refunds:
    - Season Rate Deposit and Refund Policy: The Concessioner may require a deposit of 50% of the season rate by March 20. The Concessioner must provide a full refund of the deposit if it is cancelled on or before May 1. The Concessioner must provide a refund of at least 75% of the deposit amount if it is cancelled after May 1 but before July 1. The Concessioner may retain the full deposit for cancellations after July 1.
    - Monthly Rate Deposit and Refund Policy: The Concessioner may require a deposit of 50% of the monthly rate within 10 days from day the reservation is made. The Concessioner must provide a full refund of deposit if cancelled 3 days in advance of the date of reservation. The Concessioner must provide at least a 50% refund of deposit if cancelled less than 3 days in advance of date of reservation.
  - (l) Aquatic Invasive Species. The Concessioner must be aware of Montana's requirements as they relate to Aquatic Invasive Species. Currently the Area is not experiencing the issues related to Aquatic Invasive Species as seen in other sections of the United States, although these issues could become more prevalent with the potential spread of Aquatic Invasive Species.

- (m) The Concessioner must equip all rental boats with all equipment required per standards set by the U.S.C.G. The Concessioner must equip all boats with fixed seating for the operator of the boat and seating for all passengers. The Concessioner must develop a safety orientation and checklist to be covered with renters prior to equipment use. The safety orientation message and checklist must be submitted for the Superintendent's approval before use with customers.
- (n) The Concessioner must provide full refunds because of mechanical malfunction excluding instances where the breakdown is clearly the fault of the renter through either abuse or misuse. Refunds must not be granted for prop or lower unit malfunction caused by hitting driftwood or underwater objects.
- (o) The Concessioner must take non-functional boats out of service. Repairs or replacements must be completed within 5 working days.
- (p) The Service may conduct unannounced inspections of all rental craft.
- (2) Marina Fuel Sales
  - (a) The Concessioner must sell boat gasoline and common marine oil and lubricant. The Concessioner's employees shall be responsible for the proper fueling of all private and Concessioner owned vessels.
  - (b) The Concessioner must develop, implement, and maintain documented standard operating procedures (SOPs) for fuel dock operations. This plan must provide that fueling will be conducted in accordance with the procedures in NFPA 30A, Code for Motor Fuel Dispensing Facilities.
  - (c) The Concessioner must allow only those concession employees trained on fuel dock operation SOPs to work on the fuel docks. The Concessioner must provide a listing of those trained staff to the Superintendent and will post it in a prominent and visible location.
  - (d) Fueling employees must properly fuel all vessels (private and Concessioner owned). Boating visitors wishing to fuel their own vessels will be instructed that only Concessioner employees are authorized to fuel vessels on the water.
  - (e) The Concessioner must provide and require the use of materials to control fuel spills during fueling. These include, but are not limited to, the use of absorbent materials for nozzles, fill pipes, and vent lines to collect overfill and spillage.
  - (f) The Concessioner must have a spill kit/salvage drum near the service area and be equipped to immediately respond to any spill. Items necessary for clean-up include, but not limited to: booms, absorbent pads, mats, fuel bibs, spill kits, etc.
  - (g) The price of the gasoline must be clearly marked near the pump with 3-inch numbers.
- (3) Boat and Engine Repair Service
  - (a) The Concessioner may provide minor and limited boat and engine repair service not involving oil products or other potentially hazardous materials at the marina on the water.
  - (b) The Concessioner must not provide any maintenance or repair requiring changing or draining of oil products or use of hazardous materials in the Area.

## **B) Marina Operations: Authorized Services**

- (1) Marina Store
  - (a) The Concessioner may sell limited merchandise including boat accessories and supplies, fishing and camping supplies, souvenirs, limited grocery items, prepackaged food products, limited quick service food, and non-alcoholic beverages.
  - (b) Souvenirs items may include hats, T-shirts, pins, and other items that have a direct relationship to Bighorn Canyon National Recreation Area and its natural and cultural resources. Gift items offered must have a direct relationship to the Area, its environs, its history, or other related environmental or cultural topics. Where possible and appropriate, the Concessioner must attach information tags to the items explaining their relationship to the Area themes. The Concessioner must prominently display items of Area interpretive

value and general value in environmental and cultural education. Handcrafted items representing Area and regional themes, including crafts by Native Americans must be actively sought and prominently displayed. Native American handcrafted items provided for retail sale must represent only local and regional tribes, as approved by the Superintendent. All merchandise sold as handcrafted items must have appropriate certification.

- (c) The Concessioner may sell only souvenirs that serve the mission of the Service and are appropriate for public use and appreciation of the Area and surrounding area. Before offering items for sale, the Concessioner must obtain the Superintendent's approval to ensure conformation with Service policies.
  - (d) The Concessioner, within the marina store, must carry a selection of boat safety supplies (Personal Floatation Devices, whistles, fire extinguishers, etc.).
  - (e) The Concessioner may carry a selection of clothing and sporting goods to meet the needs of visitors who may have forgotten items or need emergency replacements.
  - (f) Beverages in glass containers must not be sold within the Area.
  - (g) All tobacco products must be displayed and sold in accordance with all applicable laws and regulations, and subject to the Superintendent's approval.
  - (h) The Concessioner may not sell the following items:
    - Articles which persons of normal sensitivity might consider obscene, suggestive, indecent, blasphemous, profane, vulgar, or in ridicule of established institutions or customs.
    - Animal skins or taxidermy specimens, or items containing animal parts except as part of an approved Native American handicraft.
    - Articles which are mislabeled as to character or origin or otherwise misrepresented.
    - Archeological specimens or objects of American Indian origin over 100 years old.
    - Fossils or other earth products (such as petrified wood) whose origin is from public lands.
  - (i) Food and Beverage Service
    - The Concessioner is authorized to provide limited quick service food service at the Ok-A-Beh Marina, which includes hamburgers and sandwiches. If limited quick service food is provided, it must be at a minimum available on Saturdays and Sundays.
    - The Concessioner is authorized to operate from kiosk(s) (portable structure) to provide limited prepackaged food products and non-alcoholic beverages services at the Afterbay Access and/or Three-Mile Access upon the Superintendent's written approval.
    - The Concessioner must submit all menus for the approval of the Superintendent. The Concessioner may not use a menu until after the Superintendent has approved it. All menus must maintain a price range that accommodates the general range of Area visitors.
    - The Concessioner must implement sustainability standards where appropriate and feasible in its food and beverage operation. Generally, "sustainable" indicates food that is organically grown, locally grown, or otherwise produced in a way that minimizes the environmental and sociological impacts of its production or shipment.
- (2) Boat Rental
- (a) Beyond the required rental boats, the Concessioner is authorized to rent canoes and kayaks. If the Concessioner rents canoes and kayaks, these craft may be stored outside of the designated slips.
  - (b) The Concessioner must equip all rental boats with all equipment required per standards set by the U.S.C.G. The Concessioner must equip all boats with fixed seating for the operator of the boat and seating for all passengers. The Concessioner must develop a safety orientation and checklist to be covered with renters prior to equipment use. The safety

orientation message and checklist must be submitted for the Superintendent's approval before use with customers.

- (c) The Concessioner must take non-functional boats out of service. Repairs or replacements must be completed within 5 working days.
  - (d) The Service may conduct unannounced inspections of all rental craft.
  - (e) The Concessioner is authorized to operate from kiosk(s) (portable structure) to provide drift boat rentals at the Afterbay Access and/or Three-Mile Access upon the Superintendent's written approval. All safety equipment required by applicable law must be provided and an orientation given.
- (3) Interpretive Tour Boat Service
- (a) The Concessioner is authorized to conduct tours of specific areas of the reservoir. All watercraft used in this service must meet all U.S. Coast Guard regulation and standards, have sufficient personal flotation devices for each passenger, and be operated by a licensed operator. The tour staff will work in conjunction with the Area Education and Resource Management staff, ensuring all information imparted to visitors is accurate and appropriate for the Area. Annual training will be held with Area staff.

### **C) Form of Payment**

- (1) The Concessioner must accept the following as payment for all services and merchandise:
  - (a) U.S. currency
  - (b) Cashier's checks or travelers checks
  - (c) Credit cards: At least one major credit card must be accepted, such as VISA or MasterCard.
  - (d) U.S. Government drafts
- (2) Deposit and Refund Policy: The deposit requirement and refund policy is part of the rate approval process and must be submitted with annual rate requests. The Concessioner must include the policy in all brochures, websites, and reservation confirmations.
  - (a) The Concessioner may require a deposit to hold a reservation and must accept cash, check, money order, or credit card for such purpose.
  - (b) The Concession must process refunds within two weeks of cancellation.
  - (c) The Concessioner must provide a full refund of the deposit amount if the reservation is cancelled at least three days in advance of the date of the reservation. The Concessioner must provide at least a 50% refund of the deposit amount if the reservation is cancelled less than three days before the date of the reservation.
  - (d) Deposits must be returned to the customer, in full or in the form of a credit to the remaining bill due, as long as all related equipment is returned in a satisfactory condition.

### **D) Acknowledgement of Risk Form**

- (a) The use of a waiver of liability is prohibited for the Concessioner's activity in the Area. The Concessioner may require clients to sign an acknowledgment of risk form. By signing, the client acknowledges inherent risks associated with concessioner-led activities but does not waive the Concessioner's liability. If used:
  - (1) The Concessioner must have written approval of its form from the Service. The form should conform to Appendix 2 *Sample Visitor Acknowledgement of Risk Form*.
  - (2) The Concessioner must submit a copy of its proposed acknowledgment of risk form for approval at least 30 days prior to use.

## **2) UTILITY RESPONSIBILITY**

### **A) Concessioner**

- (1) Responsibilities. The Concessioner is responsible for contracting with an independent supplier to provide electric, propane, phone, and internet. The Concessioner is responsible for direct payment to these suppliers. Maintenance responsibilities are described in the Maintenance Plan.

The Concessioner is also responsible for arranging for disconnection/reconnection of propane service at the beginning and end of the operating season at the marina.

**B) Service Responsibility**

- (1) Responsibilities. The Service will provide potable water, sewage disposal, and garbage collection to Concession facilities. The Park will bill the Concessioner accordingly for its actual use during the operating season. Maintenance responsibilities are described in the Maintenance Plan.

**3) GENERAL OPERATING STANDARDS AND REQUIREMENTS**

**A) Sanitation**

The U.S. Public Health Service will inspect the food service facility for sanitation on a periodic basis. At a minimum, the food service managers will receive sanitation training at the start of their employment.

**B) Concessioner Risk Management Program**

It is the responsibility of the Concessioner to provide a safe and healthful environment for all employees and visitors. The Concessioner must develop, implement, and maintain a Concessioner Risk Management Program in accordance with the Occupational Safety and Health Act (OSHA) and the "National Park Service Loss Control Management Program" Guideline NPS-50. The Concessioners Risk Management Plan must be submitted to the Service by June 15.

The Concessioner Risk Management Program must address the following six required elements in a manner that is appropriate to the size and scope of the services:

- (1) Management's Policy Statement, Duties, Employee's Responsibilities, and Administration
- (2) Inspection and Abatement
- (3) Accident Investigation and Reporting
- (4) Safety/Health Committee and Annual Plan Review
- (5) Training
- (6) Emergency Procedures.

**C) Fuel Storage Tank and Hazardous Waste Program**

- (1) The Concessioner must comply with Applicable Laws regarding Underground Storage Tanks (UST) and Aboveground Storage Tanks (AST) and hazardous waste management.
- (2) The Concessioner must have a Spill Prevention, Control, and Countermeasure Plan (SPCC) in place before opening for business, which must be reviewed annually.
- (3) The Concessioner must place a salvage drum at the gas dock and be equipped to address spills immediately. The Concessioner must maintain a hazardous spill response kit, provided by the Service, capable of containment of a minimum 50-gallon non-aggressive fluid spill.
- (4) The Concessioner must properly clean, mitigate, and remediate all unauthorized discharges of hazardous materials or non-hazardous chemical and biological products.

**D) Batteries**

- (1) The Concessioner must dedicate a collection station for used marine batteries at the marina and use it only for used batteries. The stations must have secondary containment, weather protection (e.g., flammable storage cabinet), and provide ventilation that meets National Fire Protection Association (NFPA) requirements for battery storage facilities. The Concessioner must label the batteries "Used Batteries."
- (2) On a daily basis, the Concessioner must transport the used batteries to a licensed offsite recycler outside the Area.
- (3) The Concessioner must charge batteries in accordance with NFPA requirements.

**E) Integrated Pest Management**

- (1) The control of pests by chemicals and other means is subject to Service approval. Procedures are outlined in the Area's Integrated Pest Management Plan.

- (2) The Concessioner must obtain Service approval before using chemicals, pesticides, and toxic materials. Applications and methods of use must conform to Applicable Laws.

**F) External Regulatory Agencies**

- (1) Any notices of violation, requests for corrective action, or any other type of performance or non-performance notices from external regulatory agencies must be submitted to the Superintendent as soon as possible, but not later than ten days after receipt by the Concessioner. External regulatory agencies are any agencies having authority and/or jurisdiction over any facet of the Concessioner's operations or facilities in the Area.

**G) Vehicles and Equipment**

All vehicular equipment used by the Concessioner must be properly licensed, in a safe operating condition, meet all federal, state, and local requirements and identifiable as a Concessioner vehicle(s).

**H) Lost and Found Policy**

Each found item must be tagged, with information on location, date and time, and by whom found. Items must be turned over to a Park Ranger within three working days.

**I) Complaints**

The Service investigates all complaints. The Concessioner must cooperate with the investigations. The Service and the Concessioner must each promptly answer all written complaints, within 10 days, and provide each other with copies of their correspondence. Complaints must result in corrective actions.

**J) Advertisements/Public Information/Signs**

- (1) Advertisements
  - A)** Prior to distribution the Superintendent must approve all promotional material, such as brochures, flyers, radio, television, and Internet. The review will be at least 30 days prior to printing dates. Advertisements must include a statement that the Concessioner is authorized by the National Park Service, to serve the public within Bighorn Canyon National Recreation Area.
  - B)** Advertisements for employment must contain a statement pertaining to the Concessioner as an equal opportunity employer.
- (2) Signs. All concession-owned signs must be professionally printed. Handwritten signs must not be used. Interior and exterior signs require prior approval from the Superintendent.

**K) Use of National Park Service Authorized Concessioner Mark (Mark)**

- (3) The Service has an approved Mark which allows concessioners to use the Mark to advertise the official relationship between the Service and the Concessioner. The Mark consists of the official NPS Arrowhead and the words "Authorized Concessioner."
- (4) *Authorized Users.* The Concessioner is authorized to use the Mark at the start of the Contract in accordance with the approval procedures below. The Concessioner must have received a satisfactory or marginal rating in the previous Annual Overall Review to use the Mark following the first year of the Contract.
- (5) *Authorized Uses of the Mark.* The Concessioner may use the Mark in publications, written advertising, brochures, web-based information, interpretive materials, broadcasts (television, film or other audio/visual), associated with required or authorized services; facility signs designed, constructed, or commissioned for official Concessioner functions or purposes; and signs placed on visitor transportation systems, vessels and aircraft.
- (6) *Prohibited Uses of the Mark.* The Concessioner may not use the Mark on merchandise, souvenirs, and clothing presented for sale to the public; Concessioner employee uniforms; or Concessioner equipment and transportation equipment not specifically providing required or authorized visitor services.

- (7) *Artwork, Layout and Use.* The Concessioner must use official artwork provided by the Service. Layout and use must be in accordance with the Authorized Concessioner Mark Guidelines available on the NPS Commercial Services web site under the Concessioner Tools tab.
- (8) *Approval Procedures.* The Concessioner must submit a written request to the Concessions Management Division for approval to use the Mark. The submittal must include proposed applications and sample layouts. The Concessioner may not use the Mark until the Service has approved the request and the Concessioner's proposed layouts in writing.
- (9) *Example of Authorized Concessioner Mark* – format type, size, layout, and color vary.



#### **L) Protection and Security**

- (1) The Service provides law enforcement and visitor protection.
- (2) The Concessioner is responsible for implementing a security program which minimizes the risk of vandalism and theft to the Concession Facilities and vessels within the assigned area. The Concessioner must develop a security plan and present it to the Chief Ranger by May 15 annually for Service review.
- (3) Authority. Concessioner-employed security personnel have the authority only of private citizens in their interaction with Area visitors and employees. They have no authority to take law enforcement action or to carry firearms while on duty.
- (4) Reporting of Criminal Violation. The Concessioner must implement standard operating procedures that ensure notification of the Service and the immediate reporting of all suspected and known criminal violations by calling 911.
- (5) Reporting of Other Incidents. The Concessioner must immediately report fatalities, injuries and illnesses, fires, boat accidents, property damage, illegal drug and controlled substance abuse, and any other known or alleged criminal activity to the Service, NPS Chief Ranger, as required by all applicable laws.
- (6) The Service and Concessioner provide fire protection jointly, with primary responsibility lying with the Service. The Service provides initial fire training. The Concessioner has the responsibility to ensure that all buildings within its assigned areas meet Fire and Life Safety Codes. Fire detection and suppression equipment must be in good operating conditions at all times. The Concessioner must initiate first attack on any fires detected.
- (7) The Service is responsible for emergency medical care. Any injury sustained by a visitor or employee should be reported promptly to the Area.

#### **M) Smoking in Concession Facilities**

- (1) Concession Facilities must be no smoking facilities. The Concessioner must post notices in all public buildings as necessary.
- (2) Smoking, e-cigarettes and other Electronic Nicotine Delivery Systems (ENDS) Policy. Smoking, e-cigarettes and the use of other Electronic Nicotine Delivery Systems (ENDS) are prohibited in all buildings:--There must be no smoking, use of e-cigarettes or use of other Electronic Nicotine Delivery Systems (ENDS) within 25 feet of any entrances of Concession buildings.

#### 4) **REPORTS**

##### **A) Concessioner**

- (1) *Incident Report.* The Concessioner must report to the Service as soon as it is feasible:
  - (a) Any fatalities; property damage over \$300; any employee or visitor injuries requiring more than minor first aid treatment; any fire; all motor vehicle or boat accidents;
  - (b) Other incidents that may affect Area resources (e.g., fires, hazardous material spills) or violations of state and federal law;
  - (c) When the 911 system is activated.The Service investigates all visitor and concession employee accidents or incidents. The *Concessioner* and its employees must fully cooperate in any accident/incident investigation.
- (2) All human illnesses, whether employees or guests, must be reported to the Service and must be evaluated by the U.S. Public Health Service Officer to identify outbreaks of illness associated with contaminated water or food sources.
- (3) *Operational Performance Report.* The Concessioner must provide a monthly operational performance report to the Service by the 15th day of each following month, and an annual summary report prior to March 1 of the following year. The Concessioner must present the data electronically in a concise Excel spreadsheet. The report must include operational statistics and financial information for each activity noted below.
  - (a) Marina Services
    - (1) Receipts broken out by food, beverage, and merchandise
    - (2) Number of slips rented
    - (3) Current waiting list (if applicable)
    - (4) Number of boats rented (by type)
  - (4) Other reports required annually by the Contract:
    - (a) Concessioner Annual Financial Report not later than 120 days after the last day of Concessioner's fiscal year. Within 14 days of the effective date of the Contract, the Concessioner must submit to the Service a statement of its fiscal year. (For example, the Service operates on a fiscal year that is from October 1 through September 30.)
    - (b) Certificate of Insurance by May 15.

##### **B) Service**

Operating and Maintenance Plans: The Service may submit to the Concessioner annual updates to the Operating and Maintenance Plans.

##### **C) Summary of Initial and Recurring Due Dates**

The following tables summarize reporting requirements of Contract, Exhibit B Operating Plan.

<b>From NPS to Concessioner</b>		
<b>Title</b>	<b>Schedule</b>	<b>Reference and/or Reason</b>
Operational Evaluations	Annually	Operating Plan Sec 3(B)
Annual Overall Rating, due to Regional Office by April 1,	By April 1 Annually	Operating Plan Sec. 3(B)(3)
Annual review of Operating and Maintenance Plan (Exhibits A and E)	Annually	Contract Sec 3(c) and Sec 9(b); Operating Plan Sec. 1; Maintenance Plan Introduction.
Approval of Rate Change Requests	Within 30 days of receipt	Operating Plan Sec. 3(C)(2)(a)
Approval of Concessioner's promotional materials	As needed, 30 days prior to printing	Operating Plan Sec. 6(J)(1)(a)
Fire Inspections	At NPS discretion	Operating Plan Sec. 3(B)(4)

<b>From Concessioner to NPS</b>			
<b>Initial, As Updated, or As Needed Requirements</b>			
<b>Title</b>	<b>Schedule</b>	<b>Due Date</b>	<b>Reference</b>
Concessioner Fiscal Year	Initial	Within 14 days of the effective date of the contract	Operating Plan Sec 7 (A)(4)(a)
List of Key Personnel	Initial and as updated	By April 15 <sup>th</sup> Annually	Operating Plan, Sec 2(A) 1
Rate Approvals	Annually	Annually by May 1 <sup>st</sup>	Operating Plan 3(C)(2)(a)
Certificate of Insurance	Annually	Annually by May 15 <sup>th</sup>	Contract Sec 11, Sec 14(a); Exhibit F and Operating Plan Sec 7(A)(4)(b)
Fire and Safety Inspections	Annually	Annually	Operating Plan, Sec. 3(B)(4)
Environmental Management Program	Initial and Annually	Within 60 days of effective date of this Contract, updated annually on March 1	Contract Sec. 6(b)(1) and Operating Plan Sec. 3(H)(1)
Food and Beverage Menu	Initial and as updated	Annually as needed	Operating Plan, Sec 4(B)(3)(c)

<b>From Concessioner to NPS</b>			
<b>Initial, As Updated, or As Needed Requirements</b>			
<b>Title</b>	<b>Schedule</b>	<b>Due Date</b>	<b>Reference</b>
Risk Management Plan	Initial and Annually	June 15	Operating Plan 6(B)
Lost and Found items	as needed	Turned in to the NPS within 3-working days	Operating Plan Sec 6(H)
Acknowledgement of Risk form	initial/if needed	at least 30 days prior to use	Operating Plan Sec 4(F)
Request for use of the Mark	initial	Prior to use	Operating Plan Sec 6(K)(8)
<b>Annual</b>			
<b>Title</b>	<b>Schedule</b>	<b>Due Date</b>	<b>Reference</b>
Certificates of Insurance	Annually	May 15	Operating Plan 7(A)(4)(b)
Rate Request (concessioner option)	Annually	May 1	Operating Plan 3(C)(2)(a)
Annual Financial Report	Annually	120 days after final day of Concessioner's fiscal year	Operating Plan 7(A)(4)(a)
Risk Management Plan	Annually	June 15	Operating Plan 6(B)
Environmental Management Program updates	Annually	March 1	Operating Plan Sec. 3(H)(1)
Operational Performance Summary Report	Annually	March 1	Operating Plan Sec. 7(A)(3)
<b>Monthly</b>			
<b>Title</b>	<b>Schedule</b>	<b>Due Date</b>	<b>Reference</b>
Franchise Fee	Monthly	By the 15 <sup>th</sup> day after the final day of each month of operation	Contract, Sec. 10 (b)

**Appendix 1 – Sample Acknowledgement of Risk Form**

VISITOR ACKNOWLEDGEMENT OF RISK

In consideration of the services of \_\_\_\_\_ their officers, agents, employees, and stockholders, and all other persons or entities associated with those businesses (hereinafter collectively referred to as “\_\_\_\_\_”) I agree as follows:

Although \_\_\_\_\_ has taken reasonable steps to provide me with appropriate equipment and skilled guides so I can enjoy an activity for which I may not be skilled, \_\_\_\_\_ has informed me this activity is not without risk. Certain risks are inherent in each activity and cannot be eliminated without destroying the unique character of the activity. These inherent risks are some of the same elements that contribute to the unique character of this activity and can be the cause of loss or damage to my equipment, or accidental injury, illness, or in extreme cases, permanent trauma or death. \_\_\_\_\_ does not want to frighten me or reduce my enthusiasm for this activity, but believes it is important for me to know in advance what to expect and to be informed of the inherent risks. The following describes some, but not all, of those risks.

[Description of risks]

I am aware that \_\_\_\_\_ entails risks of injury or death to any participant. I understand the description of these inherent risks is not complete and that other unknown or unanticipated inherent risks may result in injury or death. I agree to assume and accept full responsibility for the inherent risks identified herein and those inherent risks not specifically identified. My participation in this activity is purely voluntary, no one is forcing me to participate, and I elect to participate in spite of and with full knowledge of the inherent risks.

I acknowledge that engaging in this activity may require a degree of skill and knowledge different than other activities and that I have responsibilities as a participant. I acknowledge that the staff of \_\_\_\_\_ has been available to more fully explain to me the nature and physical demands of this activity and the inherent risks, hazards, and dangers associated with this activity.

I certify that I am fully capable of participating in this activity. Therefore, I assume and accept full responsibility for myself, including all minor children in my care, custody, and control, for bodily injury, death or loss of personal property and expenses as a result of those inherent risks and dangers identified herein and those inherent risks and dangers not specifically identified, and as a result of my negligence in participating in this activity.

I have carefully read, clearly understood and accepted the terms and conditions stated herein and acknowledge that this agreement shall be effective and binding upon myself, my heirs, assigns, personal representative and estate and for all members of my family, including minor children.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Signature of Parent of Guardian, if participant is under 18 years of age

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Appendix 2 – NPS Healthy and Sustainable Food Choice Guidelines 2012**

### **National Park Service Healthy Food Choice Standards and Sustainable Food Choice Guidelines for Front Country Operations; June, 5 2012**

The ***NPS Healthy Food Choice Standards and Sustainable Food Choice Guidelines for Front Country Operations*** are designed to help the Service meet Call to Action Goal #8, Eat Well and Prosper.

These standards and guidelines were developed using a number of existing sources including the U.S. Department of Health and Human Services *Health and Sustainability Standards for Use in Federal Food Procurement for Concessions and Vending Operations*; the *Dietary Guidelines for Americans, 2010*; and *21 Code of Federal Regulations (CFR) Part 101, Food Labeling*.

The Standards and guidelines are presented in two separate tables. Areas covered for each category include food ingredients and choices, food preparation, and visitor/consumer education. The Healthy Food Standards provide food requirements that should be straightforward and applicable irrespective of operation size. Sustainable food options can be harder to get and cost more and therefore need to be considered on a case by case basis. These sustainable food recommendations are guidelines rather than standards, for use after considering technical and economic factors of the particular operation and overall environmental benefit. Definitions for terms identified in the standards and guidelines are provided following the two tables in a ***NPS Healthy and Sustainable Food Choice Glossary***.

The standards apply to new contracts. They may be applied for existing contracts if mutually agreed upon by the NPS and the concessioner. Concessioners are also encouraged to voluntarily adopt and exceed the minimums where appropriate.

The NPS standards and guidelines focus on front country operations. The Service also manages concession contracts that provide food service in a variety of backcountry settings from hike-in lodges to rafting and mountaineering expeditions. There are unique nutritional requirements, logistical and other considerations associated with these operations. While the Service encourages healthy and sustainable food choices in these services, it has not developed any standards or formal guidelines for these services.

The Service also provides food for visitors in a variety of retail settings from grocery and convenience stores to gift shops. The NPS will continue to seek out ways to foster the provision of healthy and sustainable food choices in these operations.

The cost and availability of goods particularly those with sustainable food ingredients can be higher than that of non-sustainable products. The Service will take such factors into consideration in its concession rate administration practices. The NPS will also collaborate with its concession partners to provide resources, tools, and training to parks and concessioners and tools to assist in effective implementation of these standards. The NPS will also recognize superior performance by concessioners in this area both through regular evaluation processes and recognition programs.

Healthy and sustainable food choices; their availability and cost are evolving over time. The standards and guidelines will be periodically reviewed by the Service to ensure that they are appropriate based on the current state of the industry.

<b>I. HEALTHY FOOD STANDARDS – FRONT COUNTRY OPERATIONS</b>	
<p>These minimum standards apply to new contracts. They may be applied for existing contracts if mutually agreed upon by the NPS and the concessioner. The standards may be strengthened in new contracts on a contract-by-contract basis following an NPS analysis of what is technically and economically feasible and appropriate given services, location and other factors specific to the contract. Concessioners are also encouraged to voluntarily exceed the minimums where appropriate.</p>	
<b>A. Food Ingredients and Choices:</b> Applicable to the portion of the menu as specified.	
<b>1. Overall Menu:</b> Applicable to the entire menu.	
<i>Vegetable and Fruit Option</i>	Offer all entrées or full meals with at least one fruit or vegetable. Where food is available only à la carte, offer fruits or vegetables as side dishes on the menu.
<i>Low-fat and Fat-free Dairy</i>	Where milk and milk products are offered, offer low-fat or fat-free milk and milk products.
<i>Beverages with No Added Sugar</i>	Of the beverage selection offered, at least 30 percent have no added sugar (i.e., high-fructose corn syrup, fructose, fruit juice concentrates, honey, sucrose, dextrose). Offering should be grouped when determining the percentage (e.g. diet flavored teas, diet sodas and non-diet sodas).
<b>2. For Certain Menu Choices:</b> Applicable to two core menu items: one vegetarian and one non-vegetarian. Applies to sit-down meals as wells as grab-and-go and cafeteria offerings.	
<i>Light/Lite</i>	Entrée including sides is <u>light</u> <sup>1</sup> , containing up to approximately 800 calories for adults and 600 calories for children when prepared according to the
<i>Fat</i>	Entrée is designated as <u>low fat</u> .
<i>Sodium</i>	Entrée is designated as <u>low sodium</u> .
<i>Whole Grain</i>	Where grains are offered in entrées, they are <u>whole grains</u> .
<b>B. Food Preparation</b>	
<i>Portion Sizes</i>	Offer half servings or reduced portion sizes when possible such as when items are prepared in bulk like pasta and soups and are served
<i>Frying Oil Used</i>	Offer the choice of steamed and grilled food rather than using fat in cooking when food is made to order.  Do not use artificial trans fats in frying or as ingredients in any foods on the
<b>C. Food Education</b>	
<i>Signage and Labeling</i>	Use a designated symbol and key to identify "healthy choice" options which meet the NPS healthy food choice standards on menus, signs, or other materials to educate visitors on these items <sup>2</sup> .  Use signs or other materials to educate visitors on the importance of healthy food.
<i>Placement</i>	For grab and go food establishments, ensure that healthier options are placed where they are noticeable and likely to be purchased.
<i>Nutritional Data</i>	For core healthy food menu items, provide specific nutritional information on food items upon request consisting at minimum, the labeling facts recommended the USDA's Dietary Guidelines for Americans. (The percent of daily values and vitamin labels are not necessary).
<i>Marketing</i>	Do not offer fried items as "specials" or "featured" items.

<p><b>II. SUSTAINABLE FOOD GUIDELINES - FRONT COUNTRY OPERATIONS</b></p> <p>Concessioners are encouraged to voluntarily apply these guidelines where appropriate. These guidelines may also be used to determine requirements for new contracts, following an analysis of what is technically and economically feasible and appropriate given services, location, overall environmental benefit and other factors specific to the contract. These guidelines may also be used to identify criteria for existing contracts which can be applied on upon mutual agreement by the Service and the concessioner</p>	
<p><b>A. Food Ingredients and Choices:</b> Applicable to menu items as voluntarily adopted or as stipulated on a contract-by-contract basis. Some or all may be applied to some or all of the menu items as determined appropriate.</p>	
<i>Sustainable Fisheries</i>	Where seafood options are offered, provide only those that are “Best Choices” or “Good Alternatives” on the Monterey Bay Aquarium Seafood Watch list, certified sustainable by the Marine Stewardship Council, or identified by an equivalent program that has been approved by the NPS.
<i>Fair Trade</i>	Offer coffee that is fair trade-certified.
<i>Sustainably Grown</i>	Offered coffee that is <u>shade grown</u> <sup>1</sup> .
<i>Seasonal, or Locally or Regionally Produced</i>	Offer <u>seasonal</u> or <u>locally</u> or <u>regionally</u> produced products and ingredients.
<i>Organic</i>	Provide menu items that could be labeled as being “ <u>made with organic ingredients</u> ”, “ <u>organic</u> ” or “100 percent <u>organic</u> .” Note: <u>Organic</u> foods by definition are not <u>genetically modified organisms (GMOs)</u> .
<i>Hormones and Antibiotics</i>	Meat, seafood and eggs have <u>no hormones</u> and <u>no antibiotics</u> added.
<p><b>B. Food Education</b></p>	
<i>Signage and Labeling</i>	Use a designated symbol and key to identify “sustainable choice” options on menus, signs, or other materials to educate visitors on these items. <sup>2</sup> Such items meet one or more of the sustainable food choice attributes.  Use signs or other materials to educate visitors on the importance of <u>sustainability</u> and the sustainable components of the food and beverage operation.

1. Underlined terms are defined in the *NPS Healthy and Sustainable Food Choice Glossary*.
2. Concessioner menus and menu boards are subject to review and approval by the Service per NPS policy and Concession Contract.

**National Park Service Healthy and Sustainable Food Program Glossary**

This glossary contains common definitions and sources of terms used in the *Healthy and Sustainable Food Choices Table*. These terms are used in the U.S. Department of Health and Human Services *Health and Sustainability Standards for Use in Federal Food Procurement for Concessions and Vending Operations*, *Dietary Guidelines for Americans, 2010*, and *21 CFR Part 101, Food Labeling* and from several other sources such as state, local, and institutional standards were used where federal criteria were not available.

### *Fair Trade*

Fairtrade International: Fair Trade - defines a trading partnership, based on dialogue, transparency and respect, that seeks greater equity in international trade. It contributes to sustainable development by offering better trading conditions to, and securing the rights of, marginalized producers and workers especially in developing countries.

([http://www.fairtrade.net/fileadmin/user\\_upload/content/2009/about\\_fairtrade/Fair\\_Trade\\_Glossary.pdf](http://www.fairtrade.net/fileadmin/user_upload/content/2009/about_fairtrade/Fair_Trade_Glossary.pdf))

### *Genetically Modified Organisms*

7 CFR 205: "excluded methods" - organisms whose growth and development has been influenced by means that are not possible under natural conditions or processes and are not considered compatible with organic production. Such methods include cell fusion, microencapsulation and macroencapsulation, and recombinant DNA technology (including gene deletion, gene doubling, introducing a foreign gene, and changing the positions of genes when achieved by recombinant DNA technology). Such methods do not include the use of traditional breeding, conjugation, fermentation, hybridization, in vitro fertilization, or tissue culture.

Note: Non-GMOs are not necessarily organic.

### *Light or Lite*

21 CFR 101.56: "Light" or "lite" – term that may be used on the label or in the labeling of a meal product and a main dish product, provided that: the food meets the definition of "Low in calories"; or "Low in fat"; and a statement appears on the principal display panel that explains whether "light" is used to mean "low fat," "low calories," or both. (Refer to regulatory citation for more specifics on use of these terms.)

### *Low Fat*

21 CFR 101.62: "Low fat," "low in fat", "contains a small amount of fat," "low source of fat," or "little fat" – means the food has a reference amount customarily consumed greater than 30 g or greater than 2 tablespoons and contains 3 g or less of fat per reference amount customarily consumed; or the product contains 3 g or less of total fat per 100 g and not more than 30 percent of calories from fat for meal products and main dish products.

### *Low Sodium*

21 CFR 101.61: "Low sodium," or "low in sodium," "little sodium," "contains a small amount of sodium," or "low source of sodium" – means the food has a reference amount customarily consumed greater than 30 g or greater than 2 tablespoons and contains 140 mg or less sodium per reference amount customarily consumed; or 140 mg or less sodium per 100 g for meal products and main dish products.

### *Made with Organic Ingredients*

7 CFR 205: "Made with organic ingredients" – means that the product contains at least 70 percent organic ingredients.

### *No Antibiotics Added*

FSIS ([http://www.fsis.usda.gov/factsheets/meat\\_&\\_poultry\\_labeling\\_terms/index.asp#15](http://www.fsis.usda.gov/factsheets/meat_&_poultry_labeling_terms/index.asp#15)): "No antibiotics added" – term that may be used on labels for meat or poultry products if sufficient documentation is provided by the producer to the Agency demonstrating that the animals were raised without antibiotics.

### *No Hormones Added*

FSIS ([http://www.fsis.usda.gov/factsheets/meat\\_&\\_poultry\\_labeling\\_terms/index.asp#15](http://www.fsis.usda.gov/factsheets/meat_&_poultry_labeling_terms/index.asp#15)):

- Hormones are not allowed in raising hogs or poultry. Therefore, the claim "no hormones added" cannot be used on the labels of pork or poultry unless it is followed by a statement that says "Federal regulations prohibit the use of hormones."
- "No hormones administered" – term that may be approved for use on the label of beef products if sufficient documentation is provided to the Agency by the producer showing no hormones have been used in raising the animals.

*Organic*

7 CFR 205: “Organic” – a labeling term that refers to an agricultural product produced in accordance with the Act (The Organic Foods Production Act of 1990, as amended (7 U.S.C. 6501 et seq.)) and (associated) regulations. Note: Organic foods cannot be GMOs.

*Seasonal*

H.R.2419: ‘Locally or regionally produced agricultural food product’ – any agricultural food product that is raised, produced, and distributed in: (i.) the locality or region in which the final product is marketed, so that the total distance that the product is transported is less than 400 miles from the origin of the product; or (ii.) the State in which the product is produced.

*Shade-grown*

Coffee grown under a canopy of trees in a manner that is supportive of environmental sustainability including providing migratory bird habitat. Shade-grown may be demonstrated through certification through non-profit organizations such as the Smithsonian Migratory Bird Center or the Rainforest Alliance.

*Whole Grains*

USDA, Dietary Guidelines for Americans 2010: Whole grains - grains and grain products made from the entire grain seed, usually called the kernel, which consists of the bran, germ, and endosperm. If the kernel has been cracked, crushed, or flaked, it must retain nearly the same relative proportions of bran, germ, and endosperm as the original grain in order to be called whole grain. Many, but not all, whole grains are also a source of dietary fiber.

**Appendix 3 - QUICK SERVICE FOOD & BEVERAGE STANDARDS (10-FBQ)**

Description - Quick Service F&B facilities provide grab-and-go or counter services. Menu items are usually limited. Seating may be available.

In general, the following definitions apply to these terms throughout the standards:

- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking	Primary Focus Area
	<b>Facility Exterior</b>		
<b>1</b>	<b><u>Building Structure</u></b> – Building exterior is well maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well maintained and clear of obstructions. Rooftop ventilation and other systems are well maintained and operational.	<b>B</b>	CC
<b>2</b>	<b><u>Rodent Exclusion</u></b> - Facilities are inspected for rodent access according to the park approved schedule, and rodent exclusion is implemented.	<b>A</b>	LS
<b>3</b>	<b><u>Landscaping/Grounds</u></b> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. <del>Appropriate drainage is maintained to keep water from collecting against buildings.</del>	<b>B</b>	CC
<b>4</b>	<b><u>Parking</u></b> – Paved parking is well maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	<b>B</b>	CC
<b>5</b>	<b><u>Pathways, Sidewalks, Ramps, Steps and Stairs</u></b> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well maintained and free of tripping and slipping hazards. Hand railings are well maintained and sturdy enough to support visitor use.	<b>A</b>	LS
<b>6</b>	<b><u>Lighting/Illumination</u></b> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky requirements.	<b>A</b>	LS
<b>7</b>	<b><u>Public Signs</u></b> – Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	<b>B</b>	VS
<b>8</b>	<b><u>Entrance</u></b> - Entrances are clearly identified, clean, and well-maintained.	<b>B</b>	VS
<b>9</b>	<b><u>Site Utilities and Equipment</u></b> - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	<b>C</b>	CC
<b>10</b>	<b><u>Loading Docks/Delivery Area</u></b> - Loading docks and delivery areas are neat, well-maintained and screened from public view.	<b>C</b>	CC

11	<b>Trash/Recycling/Composting</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. <del>Compost collection areas are clean and orderly. Central refuse collection sites are screened from public view.</del>	<b>B</b>	RP
12	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	<b>C</b>	CC
13	<b>Flags</b> - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	<b>C</b>	VS
<b>Facility Interior</b>			
14	<b>Windows, Doors, Walls, Ceilings, Floors, and Screens</b> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	<b>B</b>	CC
15	<del><b>Public Restrooms</b> - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.</del>	<b>A</b>	CC
16	<b>Public Signage</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	<b>B</b>	VS
17	<b>Ventilation/Climate Control</b> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort. Thermostats and HVAC systems are operational, and vent coverings are clean and well-maintained. Temperatures may vary between guest seating and food preparation areas.	<b>B</b>	VS
18	<b>Trash/Recycling</b> - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	<b>B</b>	RP
<b>Safety</b>			
19	<b>Emergency Lighting/Exit Lights/Emergency Exits</b> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	<b>A</b>	LS
20	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed and correctly located, with operating instructions and current inspection tags.	<b>A</b>	LS
21	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	<b>A</b>	LS

22	<b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.	<b>A</b>	LS
23	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	<b>B</b>	LS
24	<b>Carbon Monoxide Detectors</b> - Operational hard-wired carbon monoxide detectors are present in areas with oil heaters in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	<b>A</b>	LS
<b>Food and Beverage Service Areas</b>			
25	<del><b>Queuing Areas</b></del> - Adequate space is provided for queuing in front of service counters.	<b>B</b>	VS
26	<b>Self-Service Beverage Areas</b> - Self-serve beverage areas are located in an area that does not hinder the flow of customers. Self-serve beverage equipment is operational, stocked, neat, clean, and well-maintained.	<b>B</b>	VS
27	<del><b>Guards</b></del> - Public facing prep counters have surface guards. Guards are clean and well-maintained.	<b>B</b>	CC
28	<b>Menu Boards</b> - Menu boards are appropriate, accurate, legible, and unobstructed.	<b>B</b>	VS
29	<b>Promotion Boards/Specials</b> - Promotion boards are legible and thematically appropriate. Chalk or dry erase promotion/specials boards are acceptable if neatly designed, and hand writing is legible.	<b>B</b>	VS
30	<b>Beverage Displays</b> - Beverage displays are appropriate, neat, clean, and secured.	<b>C</b>	VS
31	<b>Trays</b> - Adequate trays are clean, and well-maintained.	<b>B</b>	VS
32	<b>Tableware/Drinkware</b> - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	<b>B</b>	VS
33	<b>Payment Stations</b> - Adequate Point of Sale (POS) stations are clean and operational.	<b>B</b>	VS
34	<b>Condiments</b> - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	<b>B</b>	VS
35	<b>Ice Machine</b> - Ice machines are operational, clean, and well-maintained. Serving utensils are clean and appropriately located.	<b>A</b>	VS
<b>Dining Areas</b>			
36	<del><b>Noise Level</b></del> - Background music and PA systems are operational. Music is played at an appropriate level for customers and cannot be heard in adjoining areas. Live music or entertainment is appropriate and approved by the park.	<b>C</b>	VS
37	<b>Illumination</b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned out bulbs.	<b>B</b>	VS

38	<b>Furniture</b> - Furniture is appropriate, adequate and well-maintained. Table configurations provide sufficient passage for guests. Seating capacity does not exceed state or local fire code maximum occupancy limits. Highchairs and booster seats for children are available on request, and are clean, secure, and well-maintained.	B	LS
39	<del><b>Interpretive Messaging</b> - Park interpretive themes are incorporated in printed materials (receipts, menus, comment cards, etc.) and table settings (placemats, decorations, etc.), and interpretive messaging is approved by the park.</del>	C	VS
40	<b>Outdoor Furniture</b> - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind.	B	VS
41	<b>Smoking Policy</b> - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A	AL
<b>Food Preparation Areas</b>			
42	<b>Hand Washing Stations</b> - Hand washing sinks are operational and well-maintained, with hot and cold running water, soap, and towels or hand driers. Required signage is posted.	A	LS
43	<b>Food Preparation Area</b> - Food preparation areas are clean and neat. A cleaning inspection log is posted and completed. Traces of insects, rodents or other animals are not found in food preparation areas.	A	LS
44	<b>Food Storage</b> - Foods are stored at appropriate temperatures, and are properly labeled and covered.	A	LS
45	<b>Food Refrigeration and Heating/Cooking Equipment</b> - Equipment in storage and food preparation areas and display cases are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.	A	CC
46	<b>Beverage Equipment</b> - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup. A logbook with flushing and treatment dates is available upon request.	B	CC
47	<b>Ware-Washing Sinks</b> - Three-compartment ware-washing sinks are adequate, clean, operational, and well-maintained. Sink compartments are correctly marked (wash, rinse, sanitize).	A	CC
48	<del><b>Grease Traps/Grill Hoods</b> - Grease traps and grill hoods are clean, operational, and well-maintained. Grill hoods are tested according to state and local fire codes and have current inspection certificates or tags. Inspection and cleaning logs are available upon request.</del>	A	CC
49	<b>Cleaning Supplies</b> - Cleaning supplies and other chemicals are stored in properly marked containers, and beneath or away from consumables. Current Safety Data Sheets (SDS) are accessible and employees know where they are kept.	A	LS

50	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit. First aid kits are stored away from food or food contact areas.	A	LS
51	<b>Regulatory Postings</b> - Employment regulation signage (e.g. OSHA job safety and health posters) are displayed in a high-traffic employee area.	C	AL
52	<b>Certificates</b> - Current public health and food safety inspection certificates are displayed.	C	AL
<b>OPERATIONAL STANDARDS</b>			
<b>Accessibility</b>			
53	<del><b>Accessibility</b> - Restaurant facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and other applicable laws related to accessibility. N/A – NPS Responsibility</del>	A	AL
<b>Services</b>			
54	<b>Hours of Operation</b> - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	B	VS
55	<del><b>Order Management</b> - Food delivery is timely and organized. Made-to-order items take no more than 5 minutes to prepare. Notification systems are appropriate and operational.</del>	B	VS
56	<b>Bus Service</b> - Adequate trash receptacles are appropriate, marked, clean, and well-maintained. Adequate staff is available to clean tables, chairs, and floors as necessary.	B	VS
57	<b>Cleanliness</b> - Spills are cleared immediately, and floors and tables are cleaned regularly.	B	CC
58	<b>Outside Dining</b> - Spills are cleaned and tables are cleared promptly to prevent attracting wildlife or pests. Trash receptacles are emptied regularly. Appropriate interpretive wildlife feeding prohibitions are posted.	A	RP
59	<del><b>Payment Methods</b> - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal visitor checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.</del>	B	VS
<b>Food and Beverage</b>			
60	<b>Presentation</b> - Foods are neatly and appropriately packaged. Recyclable/ compostable/ bio-degradable materials are preferred; Styrofoam is not permitted.	B	VS
61	<b>Temperature</b> - Food is maintained at the appropriate temperature.	A	VS
62	<del><b>Food Availability</b> - Food listings reflect an appropriate variety of dishes and prices. Core menu items are present and correctly priced. Healthy items are marked.</del>	B	VS

63	<b>Condiments</b> - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	<b>B</b>	VS
64	<b>Beverage Selection</b> - At least one diet and one non-carbonated drink is available. <del>Core menu items are present and correctly priced.</del>	<b>C</b>	VS
65	<del><b>Alcohol</b> - Alcoholic beverage sales are in accordance with applicable federal, state and local laws. A 'carding' policy for purchasing alcohol is enforced. Alcoholic beverages are consumed on site. Packaged alcohol sales are not permitted.</del>	<b>A</b>	AL
66	<b>Healthy Foods</b> - Appropriate food and beverage items are available that meet NPS Healthy Foods requirements.	<b>B</b>	VS
<b>Personnel</b>			
67	<b>Staffing Levels</b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service. Staff proactively informs guests of anticipated delays and explains unanticipated delays.	<b>A</b>	VS
68	<b>Employee Attitude</b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	<b>B</b>	VS
69	<b>Employee Appearance</b> - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat, clean, and professional appearance.	<b>B</b>	VS
70	<b>Employee Training Programs</b> - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	<b>B</b>	VS
71	<b>Management Availability</b> - A manager is available during operating hours, and is food-safety certified by an appropriate state or nationally accredited training program.	<b>B</b>	VS
72	<b>Staff Meal Hours</b> - Staff meals and breaks do not interfere with serving the public. An employee break area is designated, which may be located within the public dining area, provided that the break area is discreet and is located away from the public seating area.	<b>B</b>	VS
<b>Rates</b>			
73	<b>Approved Rates</b> - Rates do not exceed those approved by the Superintendent.	<b>A</b>	VS

### Ranking Definitions

**Major:** First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Moderate:** Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Minor:** Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Focus Area Acronyms**

LS	Life Safety/Health
RP	Resource Protection
VS	Visitor Satisfaction
CC	Cleanliness/Condition
AL	Accessibility/Legal Requirements

**Appendix 4 - MARINA STANDARDS (10-MAR)**

Description - Marinas offer services for the boating public including: wet and dry slip storage, dock facilities and courtesy docks, sewage pump-out, and fuel docks. Marinas may provide services such as fueling, mechanical boat repair, boat towing and chase services, and boat brokerage.

In general, the following definitions apply to these terms throughout the standards:

- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking	Primary Focus Area
	<b>Parking</b>		
<b>1</b>	<del><b>Vehicle Parking</b> - Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.</del>	<b>B</b>	CC
<b>2</b>	<del><b>Trailer Parking</b> - Designated trailer parking areas are well-maintained and signed. Trailer lots are located further from the marina than vehicle parking.</del>	<b>B</b>	CC
<b>3</b>	<del><b>Cart Parking</b> - Storage for dock carts and parking for motorized dock carts are designated and close to marina access point.</del>	<b>C</b>	CC
<b>4</b>	<b>Pathways, Sidewalks, and Ramps</b> - Pathways, sidewalks and pedestrian ramps are free of obstructions. Surfaces are well-maintained and free of tripping hazards.	<b>B</b>	LS
<b>5</b>	<b>Lighting</b> - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with requirements.	<b>B</b>	LS
<b>6</b>	<b>Public Signs</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	<b>B</b>	VS
<b>7</b>	<del><b>Trash and Recycling</b> - Sufficient trash containers are conveniently located throughout the parking area. Waste does not accumulate in trash containers to the point of overflowing. All market available recyclable products are collected and recycled.</del>	<b>B</b>	RP
<b>8</b>	<b>Landscaping/Grounds</b> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with approved landscape plan.	<b>C</b>	CC
<b>9</b>	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	<b>C</b>	CC
<b>10</b>	<b>Utilities</b> - Service areas are neat and well-maintained. Utility lines are neat, protected from slack and foot or vehicular traffic, and hidden from view as much as possible. Electrical panels are secured and unobstructed.	<b>B</b>	CC

	<b>Boat Facilities</b>		
11	<b><u>Boat Ramp</u></b> — Boat ramps are constructed with ribbed concrete or other non-slip surface, adequately marked, and well maintained. Launch preparations are conducted to avoid congestion at the ramp. Launch instructions and rules are posted.	<b>B</b>	CC
12	<b><u>Courtesy/Transient Docks</u></b> — Courtesy docks are marked and conveniently located for transient, dinghy dock, or boat ramp use. Docks are equipped with sufficient well-maintained cleats and access ladders. Signage is posted to indicate maximum tie-up time.	<b>B</b>	VS
13	<b><u>Mooring Buoy Field</u></b> — Buoy fields are adequately spaced and provide sufficient anchorage for boats. Buoys and buoy lines are well maintained. Buoy markings conform to applicable uniform federal or state waterway marking systems.	<b>B</b>	VS
14	<b><u>Hoists and Travel Lifts</u></b> — Employees are trained on hoist and travel lift standard operating procedures. Boat hoists and travel lifts are operational, well-maintained, and appropriately sized. Hoists have an emergency cut-off switch appropriately located and posted. An adequate area is available to provide for unencumbered hoisting, lifting, and launching of vessels.	<b>A</b>	LS
15	<b><u>Dry Boat Storage</u></b> — Dry boat storage areas are located away from guest service areas, secure, appropriately screened, adequately sized, and orderly. A space identification system and records are maintained, and available on request.	<b>B</b>	VS
	<b>Marina Office</b>		
16	<b><u>Building Structure</u></b> — Building exteriors are well maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	<b>B</b>	CC
17	<b><u>Flags</u></b> - National, state, or park flags displayed are in good condition and adhere to the display guidelines of the United States Flag Code. Flags are a minimum size of 3' x 5'. Flags of a maritime or nautical nature are displayed below the National Flag.	<b>C</b>	VS
18	<b><u>Marina Office Waiting Area</u></b> - Marina office entrance and waiting area furnishings are clean and well-maintained.	<b>B</b>	VS
19	<b><u>Public Signs</u></b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	<b>B</b>	VS
20	<b><u>Illumination</u></b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no burned out bulbs.	<b>B</b>	VS
21	<b><u>Ventilation/Climate Control</u></b> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	<b>B</b>	VS
22	<b><u>Drinking Fountains</u></b> — Drinking fountains are clean and operational.	<b>B</b>	VS
23	<b><u>Emergency Lighting/Exit Lights/Emergency Exits</u></b> - Exit lights are on emergency circuits and operating at all times. Emergency exits and routes are adequately marked and unblocked.	<b>A</b>	LS

24	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	<b>A</b>	LS
25	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed and correctly located, with operating instructions and current inspection tags.	<b>A</b>	LS
26	<b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.	<b>A</b>	LS
27	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	<b>A</b>	LS
28	<b>Ice/Vending</b> - Ice and vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	<b>B</b>	VS
<b>Restrooms/Showers/Laundry</b>			
29	<b>Public Restrooms</b> - Restrooms are clean, well illuminated, ventilated, and maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers, unless prohibited by park wildlife management plans. Women's or unisex restrooms have a covered waste receptacle in every stall for the disposal of feminine hygiene products. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	<b>B</b>	CC
30	<b>Shower Stalls</b> - Shower stalls are clean, well maintained, ventilated, and free of mold, mildew and hair. Shower floors are equipped with a non-slip, mildew free, un torn mat or constructed with non-skid surfaces or strips that are securely fastened. Mats are sanitized daily. Showers that are out of service have computer-generated signs posted and made operational as soon as possible.	<b>B</b>	CC
31	<b>Shower Enclosures</b> - Shower curtains or an appropriate enclosure are of sufficient length and width to fit the enclosure and to prevent water from flowing onto the outer areas as well as to assure privacy. Shower enclosures are clean, free of mold and mildew, and well maintained.	<b>B</b>	CC
32	<b>Water Supply</b> - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are low flow, securely installed, and properly sealed/grouted.	<b>B</b>	CC
33	<b>Dressing Area and Clothes Storage</b> - Lockers or clothes hooks (minimum 2 per stall) are provided and located in close proximity to the shower stall. Lockers are clean and rust free, with working doors and hardware. Dressing area contains adequate seating as appropriate.	<b>C</b>	VS
34	<b>Security</b> - System for securing valuables is provided, or signs are posted stating that the concessioner is not responsible for visitor's valuables.	<b>B</b>	VS
35	<b>Soap and Towels</b> - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter. Towels are bath size, in good condition and clean.	<b>C</b>	VS

36	<del><b>Mirrors</b></del> — Adequate mirrors are provided for each sink. Mirrors are securely mounted, clean, unpitted and free of cracks.	<b>C</b>	CC
37	<del><b>Emergency Instructions</b></del> — Emergency information is posted.	<b>A</b>	LS
38	<del><b>Public Telephones</b></del> — Public telephones are available in remote locations where mobile phone connectivity is not available or sporadic. Telephones are operational, well-maintained, and free of vandalism.	<b>B</b>	VS
39	<del><b>Public Laundry</b></del> — A minimum of two washers and dryers are provided. Equipment is clean, well-maintained, and operational. Lint traps and dryers are inspected and cleaned daily. Washers and dryers are energy and water efficient. Equipment that is out of service have computer-generated signs posted and are returned to service as soon as possible.	<b>C</b>	VS
<b>Maintenance Area</b>			
40	<del><b>Building Structure</b></del> — Maintenance buildings are well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	<b>B</b>	CC
41	<del><b>Garbage and Trash/Recycling</b></del> — Sufficient trash containers are conveniently located throughout the maintenance area. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. All market available recyclable products are collected and recycled.	<b>B</b>	RP
42	<del><b>Pest Control</b></del> - Pests are managed in coordination with the designated NPS integrated pest management coordinator and Risk and Environmental Management Plans.	<b>B</b>	RP
43	<del><b>Site Utilities, Equipment and Delivery Area</b></del> - Service areas and equipment are marked and well-maintained, and screened from public view as much as possible.	<b>B</b>	CC
44	<del><b>Fences and Walls</b></del> - Fences and walls are cleared of overgrowth and well-maintained.	<b>C</b>	CC
45	<del><b>Organization</b></del> - The maintenance area is neat, and equipment is stored in orderly fashion.	<b>B</b>	CC
46	<del><b>Storage</b></del> - Parts and supplies are stored in neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	<b>B</b>	CC
47	<del><b>Shop Lighting</b></del> — Lighting is adequate to perform marina maintenance activities safely. Fixed ceiling lighting and portable lights are clean and operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	<b>B</b>	LS
48	<del><b>Hazardous Materials</b></del> - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	<b>A</b>	LS
49	<del><b>Fire Extinguishers</b></del> - Operational fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are appropriately signed, with operating instructions and current inspection tags.	<b>A</b>	LS

50	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A	LS
51	<b>Carbon Monoxide Detectors</b> - Operational hard-wired carbon monoxide detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A	LS
52	<b>Eye-Wash Stations</b> - Eyewash stations are placed in chemical work areas with instructions clearly posted.	A	LS
53	<b>Floors</b> - The maintenance area floor is free of clutter and tripping hazards such as extension cords, power hoses, etc. Floor cracks are filled to prevent seepage.	B	LS
54	<b>Safety Data Sheets</b> - Current safety data sheets are visible, legible and readily accessible.	A	LS
<b>Dock Facilities</b>			
55	<b>Identification</b> - Slips are clearly and uniformly marked by a permanently installed number. Utility pedestals and dock boxes are numbered to match the slip. <del>Mooring buoys are clearly and uniformly marked.</del>	B	VS
56	<b>Cleats</b> - Cleats are properly placed and secured to the dock for use at each slip. No loose or missing cleats are evident. A sufficient number of properly sized cleats to secure the vessel are available.	B	VS
57	<b>Boat Bumpers/Rub Rails</b> - Bumper materials are well-maintained. Cover materials are free of tears and properly secured to the dock. Rub rails are acceptable. Fastening bolts and screws are recessed and do not extend beyond the rails.	B	CC
58	<del><b>Flotation System</b> - Systems provide adequate flotation and are well-maintained. Systems are sturdy and free of broken or uneven sections. Foam, if used, is encapsulated. Systems maintain docks level above the waterline.</del>	A	LS
59	<del><b>Dock System</b> - Fixed or floating dock systems are well-maintained. Winch system is effective and docks are correctly aligned.</del>	B	CC
60	<del><b>Dock/Decking</b> - Decking is clean, free of unnecessary obstructions and tripping hazards (e.g., pop-up screws, degraded wood), and well-maintained. Bull rail is well-maintained and sturdy enough to support visitor use.</del>	B	CC
61	<del><b>Breakwater</b> - Breakwater is visible, functional, well-maintained and properly secured. Exposed tire and 'log jam' breakwaters are acceptable. Foam, if used, is encapsulated.</del>	B	CC
62	<del><b>Covered Areas</b> - Cover structures are sturdy, appropriately sized and well-maintained. The structure is treated to prevent rust and mildew. Covers are free of leaks and material is consistent throughout the marina.</del>	B	CC
63	<del><b>Gangways/Bridges</b> - Surfaces are non-slip, free of obstructions and tripping hazards, and well-maintained. Railings are well-maintained and sturdy enough to support visitor use. Utility lines necessary to service slips are contained.</del>	B	LS

64	<b>Hoses</b> - Hoses are adequately sized for their intended use and free of leaks. Hose systems are consistent throughout the marina and well-maintained. Hoses are coiled or orderly. Water hoses have backflow prevention devices.	<b>B</b>	CC
65	<del><b>Fishing Dock</b> - Fishing docks are posted with local fishing regulations, and equipped with adequate seating for the fishing area. Pole holders are secured to the dock. Fish cleaning stations are clean, well maintained, and accurately located according to the concession contract.</del>	<b>C</b>	VS
66	<del><b>Dock Carts</b> - An adequate supply of dock carts (hand or motorized) are available to allow guests to easily transport luggage, coolers, and supplies to and from their boat. Dock carts are clean, functional and well maintained. Carts are stored in an orderly manner in convenient and dedicated areas (e.g., head of the dock, parking area, or other areas as dictated by the marina layout). Adequate controls are in place for motorized dock cart usage.</del>	<b>B</b>	VS
67	<b>Dock Boxes</b> - Dock boxes are clean, well-maintained, ventilated, and securely constructed. Dock box placement allows for the passage of dock carts. A policy of not storing flammable materials (e.g., paint, solvents, deck stains) in dock boxes is prominently posted or featured in the slip rental agreement.	<b>B</b>	CC
68	<del><b>Sewage Pump Out</b> - Pump stations are operational, clean, well-maintained, and emptied on a regular basis. Pump hoses are stored neatly, and an adequate supply of differently sized fittings is available. Required personal protection equipment is worn when handling hoses and fittings; and spill response equipment is accessible and well-maintained.</del>	<b>A</b>	RP
69	<del><b>Winterization</b> - De-icing systems are well maintained and operational.</del>	<b>B</b>	VS
	<b>Fuel Docks</b>		
70	<del><b>Fuel Docks</b> - Fuel docks are located in protected areas away from wave action (particularly in areas with changing water levels). Stable platforms are provided for personal watercraft fueling. Fuel docks are clean and well-maintained.</del>	<b>B</b>	CC
71	<b>Emergency Fuel Shutoff</b> - Emergency shut off is posted, accessible and located in compliance with NFPA standards.	<b>A</b>	LS
72	<b>Fire Extinguishers</b> - Fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are appropriately signed, with operating instructions and current inspection tags.	<b>A</b>	LS
73	<b>Fuel Dispensers</b> - Dispensers, including nozzles and hoses, are operational and well-maintained. Dispensers have functioning fire/shear valves, and hoses are equipped with breakaway devices. Dispensers are locked when attendant is not on duty. Local/county/state regulatory certificates for weights and measures are current and posted. Pump signs and decals are visible and well-maintained. Dispenser display screens are protected against UV damage and vandalism.	<b>A</b>	CC
74	<b>Available Fuels</b> - At a minimum, unleaded gasoline and outboard motor oil are available.	<b>C</b>	VS
75	<b>Access</b> - Access to fuel docks is clearly marked to facilitate vessel queuing in an adequate space without adverse effect to pumping lines, other vessels, or resources.	<b>B</b>	VS

76	<b>Smoking Policy</b> - Smoking is not permitted near the fuel dispensers, and signs are posted. No smoking policy is enforced.	A	LS
77	<b>Required Public Safety Notices</b> - Required safety notices are conspicuously posted around pump islands. Signs at fuel dispensers include “no smoking” signs, “switch off engine” signs, and emergency fuel shut-off signs. Signage requirements are listed in NFPA 303 - Fire Protection Standards for Marinas and Boatyards.	A	AL
78	<b>Emergency Response and Spill Containment Equipment</b> - Fire response equipment is provided at the fuel dock in accordance with NFPA standards, other applicable regulations, and the park. Spill response equipment is well-maintained and accessible. This equipment is specified in the concessioner's SPCC and Emergency Response plans and is adequate to respond to incidental and non-incidental fuel and oil spills. The quantity of absorbent material equals a ratio of approximately three feet of boom to every foot of the largest boat within the marina. Equipment includes personal protective equipment for emergency response. Use of dispersants is approved by the park. Fuel attendants are trained as specified in the SPCC plan.	A	LS
79	<b>Fuel Storage Tanks</b> - Secondary containment and automatic leak detection systems are provided for aboveground, underground and dock tanks, piping and dispensers, as required.	A	LS
80	<b>Fuel Lines</b> - Fuel lines are well-maintained. Fuel lines are located and protected from physical damage. Sufficient lengths of oil-resistant flexible hose are used between the shore, the tank and the dispensers as required by changes in water level. Emergency shut off valves are appropriately located in accordance with NFPA, and posted.	A	LS
81	<b>Hazardous Materials Storage</b> - Areas storing flammable or hazardous materials are clearly marked. Flammable liquids are not stored in battery charging or storage rooms. Hazardous materials near or over water have at least secondary containment.	A	LS
82	<b>Other Safety Equipment</b> - Other required safety equipment, including eye-wash stations and emergency ladders, are operational and appropriately located.	A	LS
	<b>Safety</b>		
83	<b>Fire Suppression Systems</b> - Fire suppression systems are operational with current inspection certificates.	A	LS
84	<b>Emergency Lighting</b> - Emergency backup battery or generator lighting systems are operational and well-maintained.	A	CC
85	<b>Slip Utility Connections – Electrical</b> - Electrical outlets are marine-grade hard wire attached feeds with working covers and connected to a working ground fault interrupter.	A	LS
86	<b>Slip Utility Connections – Water</b> - Water lines are operational with working spigots and appropriately sized back flow preventers.	A	LS
87	<b>Security and Lighting</b> - Adequate outside lighting is maintained throughout the marina for night operations. After scheduled hours, lighting is reduced to provide security only in the marina. Security system allowing access to slip areas is operational. Security personnel are provided as required.	A	LS

88	<b>Lifesaving Devices</b> - At least one USCG approved throw-type flotation device (with at least 60 feet of ¾-inch diameter rope attached or a reach pole) is accessible on the fuel dock and every 200 feet on other docks.	A	LS
89	<b>Access Ladders</b> - Access ladders are well-maintained and secured, and appropriately located throughout the marina.	A	LS
90	<b>Boats</b> - Boats are berthed in compliance with NFPA standards.	A	AL
<b>OPERATIONAL STANDARDS</b>			
<b>Accessibility</b>			
91	<del><b>Accessibility</b> - Marina facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.</del> N/A – NPS Responsibility	A	AL
<b>Reservation Services</b>			
92	<b>Availability</b> - Reservation services are available, at a minimum, via telephone, mail, and fax. <del>Internet reservation services are available 24/7.</del> Telephone reservation services are available during normal business operating hours.	B	VS
93	<b>Knowledge of Slip Rental Staff</b> - Reservation agents provide accurate information about rates, slip rental policies and marina services, local attractions, access, etc. The concessioner's website provides the same information.	B	VS
94	<b>Management Information Systems</b> - The slip reservation system is integrated with the concessioner's property management information system, and provides comprehensive reporting capabilities.	C	VS
95	<b>Payment Methods</b> - Credit cards are honored <del>and include, at a minimum, MasterCard, Visa, American Express, and Discover.</del> Debit cards and other payment methods (travelers' checks, personal visitor checks, etc.) are accepted at the concessioner's discretion or at the direction of the Service.	B	VS
96	<b>Deposits</b> - Rental deposits are no more than one month's dockage. For transient slips, the rental deposit of one night's stay is applied to the last night of the rental.	B	VS
97	<b>Cancellations</b> - The slip rental cancellation and refund policy is clearly stated in the slip rental agreement, and is approved by the park.	B	VS
<b>Registration Services</b>			
98	<b>Hours of Operation</b> - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B	VS
99	<b>Check-In/Out</b> - Transient check-in/out is completed in a friendly and professional manner. The slip rental staff confirms slip type and length, duration of stay, departure date and check-out time and method of payment. Slip rental staff also identifies any extra charges (utility add-ons, donations to friends groups and associations, etc.). Comment cards or the concessioner's comments website are included in the check-out material.	B	VS

100	<b><u>Park Orientation Material</u></b> - Park-specific materials are available (brochures, marina and park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest by land and by boat, major highways, airports, restaurants, etc.).	C	VS
<b>Other Services</b>			
101	<b><u>Lost and Found</u></b> - All items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to guest inquiries concerning lost articles.	C	VS
102	<b><u>Winterization Notification</u></b> - Slip renters are provided with adequate notices on winterization activities (water shut-off, de-icing, ramp and dock removal).	C	VS
103	<b><u>Access</u></b> - Slip renters are provided 24-hour access to their slips.	B	VS
104	<b><u>Private Sales</u></b> - Private sales of boats in marina areas are not permitted. Boats do not display "For Sale" signs. No slips or moorings are rented that are used for promotional display or sale of boats or boat accessories. Concessioner boat brokerage services are available if approved by the park.	B	AL
105	<b><u>Private Rentals</u></b> - Private overnight rentals of boats in marina areas are not permitted.	B	AL
106	<b><u>Valet (Dock-Hand) Services</u></b> - Valet services are prompt and courteous.	C	VS
107	<b><u>Housekeeping</u></b> - Housekeeping services are prompt and courteous. No equipment is left unattended on the dock.	B	VS
108	<b><u>Other Services</u></b> - Services (launch and retrieve, pilot/docking, chase boat, towing, landside shuttle, dive services, pump-out, and hydro hoist) are provided as required. Service response times are stated to the visitor at the time of request.	B	VS
<b>Slip Management</b>			
109	<b><u>Marina Management</u></b> - A diagram of the marina, including the location of all slips and supporting facilities is prominently displayed, readable and accurate. The master of the marina diagram is updated as necessary.	C	VS
110	<b><u>Maximum Boat Size</u></b> - Boats do not exceed slip capacity. Length and beam measurements include all temporary and permanent appurtenances.	B	VS
111	<b><u>Occupant Management (Permanent)</u></b> - Accurate and current records are maintained. Slip records include slip number and location, slip dimensions, and utilities. Slip renter records include boat owner's name, address, contact information, and authorized users. Boat records include boat name, hull identification number, model, year made, manufacturer, color, type, registration number and state, and boat insurance information. Park-approved rental agreements, conforming to applicable legal requirements, are executed for each slip rental.	B	AL

112	<b>Occupant Management (Transient)</b> - Rental agreements include renter's name and contact information, authorized users, and boat identification details. Slips are checked and cleared of all lines and articles left by previous occupants. Welcome Aboard packages include slip number and location, slip dimensions, utilities available, and marina rules and regulations. The transient renter is provided a head lock key or combination, and staff is available to assist transient renters with docking. Park-approved rental agreements, conforming to applicable legal requirements, are executed for each slip rental.	B	AL
113	<b>Quiet Hours</b> - Quiet hours are enforced.	B	VS
114	<b>Dock Checks</b> - Daily dock checks are completed (decking is secure and free of tripping hazards, cleats, ropes and utility lines are secure, bow pulpits and anchors are not overhanging the dock, and utilities are operational). Daily slip checks are completed (no illegal boats, boats do not appear to be in danger of sinking, burning, or breaking loose).	B	LS
115	<b>Waitlist</b> - Waiting lists are maintained for the rental of buoys, slips, dry boat storage and slip transfers. Requests are accommodated in the order they were received.	C	VS
116	<del><b>Courtesy Docks</b> - Unless specified in the contract, spaces on courtesy docks are not rented. Courtesy dock time limits are enforced.</del>	C	VS
<b>Fuel Dispensing</b>			
117	<b>Sales Operations</b> - Only employees trained on standard operating procedures for fuel dock operations dispense fuel.	A	LS
118	<b>Emergency Action/Response Plan</b> - Park-approved fuel dock emergency response plan is accessible. Staff is trained in emergency response plans.	A	RP
119	<b>Oil and Fuel Spills</b> - Park-approved Spill Prevention, Control and Countermeasure (SPCC) plan procedures are followed. Spills are cleaned up promptly. Staff is trained in SPCC.	A	RP
<b>Outside Contractor Requirements</b>			
120	<b>Qualifications and Credentials</b> - An approved list of qualified contractors is maintained. Marina office files on qualified contractors include a current occupational license, city/state sales tax registration, and certificate of insurance naming the NPS as an additional insured.	C	AL
121	<b>Allowable Activities</b> - Only qualified contractors perform basic vessel maintenance. Moderate or significant vessel maintenance occurs outside the park unless allowed in the contract's maintenance plan.	A	AL
<b>Safety</b>			
122	<b>Marine Radio</b> - Marina is equipped with licensed operational business band or VHF marine radio, with back up available. Staff is trained in radio use and communication protocols, and carries operational VHF marine radio units. Communication protocols are approved by the park.	A	LS
123	<b>Emergency Frequency and Protocol</b> - A port operations frequency is maintained with a specific transmission channel and call sign.	A	LS

124	<b>Incident Reporting</b> - Park-approved incident reports are completed and records are maintained. Required incidents are immediately reported to the park.	<b>B</b>	LS
125	<b>After Dark Procedures</b> - Staff completes security rounds by walking all docks and support facilities. A security log noting any suspicious activities is maintained. Staff checks gates, storage areas, and fuel areas are secure and/or locked. <del>If not locked, the marina is patrolled 24/7 during the operating season.</del>	<b>B</b>	LS
<b>Personnel</b>			
126	<b>Staffing Levels</b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	<b>A</b>	VS
127	<b>Employee Attitude</b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	<b>B</b>	VS
128	<b>Employee Appearance</b> - Employees wear a uniform or name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance.	<b>B</b>	VS
129	<b>Employee Training Programs</b> - An active training program for employees in the development of necessary skills and procedures is implemented. Trainings emphasize work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy, and any other training requirements. All training is documented.	<b>B</b>	VS
130	<b>Management Availability</b> - All marina facilities have a general manager or manager on duty at all times.	<b>B</b>	VS
131	<b>General Manager Credentials</b> - The marina general manager possesses a <del>strong</del> background in the marina industry. Other certifications (Marina Operator, Marina Manager) are maintained as required.	<b>B</b>	VS
<b>Rates</b>			
132	<b>Approved Rates</b> - Rates and other visitor charges do not exceed those approved by the Superintendent.	<b>A</b>	VS

### Ranking Definitions

**Major:** First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Moderate:** Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Minor:** Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

### Focus Area Acronyms

LS	Life Safety/Health
RP	Resource Protection
VS	Visitor Satisfaction
CC	Cleanliness/Condition
AL	Accessibility/Legal Requirements

**Appendix 5 - BOAT RENTAL STANDARDS (10-BOA)**

Description - Boat rentals consists of small craft rentals. Motorized small craft include motorboats and personal watercraft (jet skis). Non-motorized small craft include canoes, kayaks, row boats, and dories; shuttle service to embarkation or disembarkation points may be provided. Houseboat rentals are covered in a separate standard.

In general, the following definitions apply to these terms throughout the standards:

- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking	Primary Focus Area
	<b>Rental Facility – Exterior</b>		
<b>1</b>	<del><b>Building Structure</b> – Building exterior is well maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well maintained and clear of obstructions. Rooftop ventilation and other systems are well maintained and operational.</del>	<b>B</b>	CC
<b>2</b>	<del><b>Landscaping/Grounds</b> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Grounds are well-maintained. Appropriate drainage is maintained to keep water from collecting against buildings.</del>	<b>B</b>	CC
<b>3</b>	<del><b>Parking</b> – Paved parking is well maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.</del>	<b>B</b>	CC
<b>4</b>	<del><b>Pathways, Sidewalks, Ramps, Steps and Stairs</b> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well maintained and free of tripping hazards. Hand railings are well maintained and sturdy enough to support visitor use.</del>	<b>A</b>	LS
<b>5</b>	<del><b>Lighting/Illumination</b> - Lighting is adequate and appropriate. Light fixtures are well maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.</del>	<b>B</b>	LS
<b>6</b>	<del><b>Public Signs</b> – Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.</del>	<b>B</b>	VS
<b>7</b>	<del><b>Utilities</b> - Service areas are neat and well-maintained. Utility lines are neat, protected from slack and foot or vehicular traffic, and hidden from view as much as possible. Electrical panels are secured and unobstructed.</del>	<b>B</b>	CC
<b>8</b>	<del><b>Trash and Recycling</b> - Sufficient trash containers are conveniently located throughout the parking area. Waste does not accumulate in trash containers to the point of overflowing. Market available recyclable products are collected and recycled.</del>	<b>B</b>	RP
<b>9</b>	<del><b>Fences and Walls</b> - Fences and walls are well-maintained and cleared of overgrowth.</del>	<b>C</b>	CC

10	<b>Flags</b> - National, state, or park flags displayed are in good condition and adhere to the display guidelines of the United States Flag Code. Flags are a minimum size of 3'x 5'. Flags of a maritime or nautical nature are displayed below the National Flag. Decorative flags and banners are appropriate and well-maintained.	C	VS
11	<b>Ice/Vending</b> - Ice and vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	B	VS
<b>Rental Facility – Interior</b>			
12	<b>Entrance/Waiting Area</b> - Rental entrance and waiting area furnishings are clean and well-maintained.	B	CC
13	<b>Windows, Doors, Walls, Ceilings, Floors, and Screens</b> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B	CC
14	<b>Public Restrooms</b> - Restrooms are clean, ventilated, well illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in stalls. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B	CC
15	<b>Public Signs</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B	VS
16	<b>Illumination</b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no burned out bulbs.	B	VS
17	<b>Ventilation/Climate Control</b> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B	VS
18	<b>Drinking Fountains</b> - Water fountains are clean, operational, and well-maintained. Water bottle filling stations are preferred.	C	CC
19	<b>Emergency Lighting/Exit Lights/Emergency Exits</b> - Exit lights are on emergency circuits and operating at all times. Emergency exits and routes are adequately marked and unblocked.	A	LS
20	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed and correctly located, with operating instructions and current inspection tags.	A	LS
21	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A	LS
22	<b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.	A	LS

23	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	<b>B</b>	LS
<b>Dock/Launch Facilities</b>			
24	<del><b>Boat Ramp</b> - Boat ramps are constructed with ribbed concrete or other non-slip surface, adequately marked, and well maintained. Launch preparations are conducted to avoid congestion at the ramp. Launch instructions and rules are posted.</del>	<b>A</b>	CC
25	<del><b>Cleats</b> - Adequate cleats are well-maintained and secure. No loose or missing cleats are evident.</del>	<b>B</b>	CC
26	<del><b>Lines/Ropes</b> - Rope lines are adequate, well-maintained, and kept coiled or orderly.</del>	<b>B</b>	CC
27	<del><b>Boat Bumpers/Rub Rails</b> - Bumper materials are appropriate and well-maintained. Cover materials are free of tears and properly secured to the dock. Rub rails are acceptable. Fastening bolts and screws are recessed and do not extend beyond the rails.</del>	<b>C</b>	CC
28	<del><b>Flotation System</b> - Systems provide adequate flotation and are well-maintained. Systems are sturdy and free of broken or uneven sections. Foam, if used, is encapsulated. Systems maintain docks level above the waterline.</del>	<b>B</b>	CC
29	<del><b>Dock System</b> - Fixed or floating dock systems are well-maintained. Winch system is effective and docks are correctly aligned.</del>	<b>B</b>	CC
30	<del><b>Dock/Decking</b> - Decking is clean, free of unnecessary obstructions and tripping hazards (e.g., pop-up screws, degraded wood), and well-maintained. Bull rail is well-maintained and sturdy enough to support visitor use.</del>	<b>B</b>	CC
31	<del><b>Dock Carts</b> - Adequate dock carts are clean, operational, and well-maintained. Carts are stored neatly in appropriate locations.</del>	<b>C</b>	VS
<b>Boat Maintenance Area/Building</b>			
32	<del><b>Building Structure</b> - Maintenance buildings are well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.</del>	<b>B</b>	CC
33	<del><b>Hoists</b> - Employees are trained on hoist standard operating procedures. Boat hoists are operational, well-maintained, and appropriately sized. Hoists have an emergency cut-off switch appropriately located and posted. An adequate area is available for unencumbered hoisting, lifting, and launching of vessels.</del>	<b>A</b>	LS
34	<del><b>Garbage and Trash/Recycling</b> - Sufficient trash containers are conveniently located throughout the maintenance area. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. Market available recyclable products are collected and recycled.</del>	<b>B</b>	RP
35	<del><b>Organization</b> - The maintenance area is neat, and equipment is stored in orderly fashion.</del>	<b>B</b>	CC

36	<b>Storage</b> – Parts and supplies are stored neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	<b>B</b>	CC
37	<b>Floors</b> – The maintenance area floor is free of clutter and tripping hazards such as extension cords and power hoses. Floor cracks are filled to prevent seepage.	<b>B</b>	LS
38	<b>Shop Lighting</b> – Lighting is adequate to safely perform vessel maintenance activities. Fixed ceiling lighting and portable lights are clean and operational with no burned out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	<b>B</b>	CC
39	<b>Hazardous Materials</b> - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	<b>A</b>	LS
40	<b>Safety Data Sheets</b> - Current safety data sheets are visible, legible and readily accessible.	<b>A</b>	LS
41	<b>Fire Extinguishers</b> - Operational fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are appropriately signed, with operating instructions and current inspection tags.	<b>A</b>	LS
42	<b>Smoke Detectors</b> – Operational single station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery operated detectors are tested monthly and batteries are replaced at least yearly.	<b>A</b>	LS
43	<b>Eye-Wash Stations</b> - Eyewash stations are placed in chemical work areas with instructions clearly posted.	<b>A</b>	LS
<b>EQUIPMENT STANDARDS</b>			
<b>Watercraft</b>			
44	<b>Watercraft</b> - Watercraft are operational, clean, and well-maintained.	<b>A</b>	CC
45	<b>Vessel Identification</b> - Vessel identification is in accordance with USCG, state and local regulations.	<b>A</b>	AL
46	<b>Buoys/Life Jackets</b> - Adequate USCG approved personal floatation devices (PFDs) are provided in accordance with state or local regulations.	<b>A</b>	LS
47	<b>Audio and Visual Signaling and Navigational Equipment</b> - Adequate audio (horns, bells, whistles) and visual signaling and navigational equipment (lights) are appropriate and operational.	<b>A</b>	LS
48	<b>Docking Lines</b> - Lines are adequate, well-maintained, and kept coiled or orderly.	<b>B</b>	CC
<b>Motorized Vessels</b>			
49	<b>Capacity Markings</b> - Maximum persons and/or weight capacity markings are present as required by the USCG.	<b>A</b>	AL
50	<b>Anchors</b> - Adequate operational anchors are provided and anchor lines are coiled or neatly available.	<b>B</b>	CC

51	<b>Fenders/Bumpers</b> - Bumpers and fenders are adequate, appropriate and well- maintained.	<b>B</b>	CC
52	<b>Operator Manuals</b> - Operating manuals are available upon request.	<b>B</b>	VS
53	<b>Fire Extinguishers</b> - At least one fire extinguisher is accessible with operating instructions and current inspection tags.	<b>A</b>	LS
54	<b>Other Equipment</b> - Emergency paddles are adequate, appropriate for the rental vessels, and well-maintained.	<b>B</b>	VS
<b>Non-Motorized Vessels</b>			
55	<b>Paddles</b> - Paddles and oars are adequate, appropriate for the rental vessels, and well-maintained.	<b>A</b>	CC
<b>OPERATIONAL STANDARDS</b>			
<b>Accessibility</b>			
56	<b>Accessibility</b> - Vessels, facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility. N/A – NPS Responsibility	<b>A</b>	AL
<b>Reservation Services</b>			
57	<b>Availability</b> - Reservations are available via telephone, mail, and fax during business hours; and internet 24/7.	<b>B</b>	VS
58	<b>Knowledge of Rental Staff</b> - Rental staff provide accurate information about rates, cancellation policies, rental hours, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	<b>B</b>	VS
59	<b>Confirmation</b> - Reservations calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	<b>B</b>	VS
60	<b>Payment Methods</b> - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	<b>B</b>	VS
61	<b>Deposits</b> - Reservation and damage deposit policies are approved by the park; and deposit information is disclosed at the time of the reservation.	<b>B</b>	VS
62	<b>Rate Changes</b> - Advance rates are honored, and guests are refunded the difference if the rate is lower than the anticipated rate. Charges for additional amenities are disclosed at check-in, and are approved by the park.	<b>B</b>	VS
63	<b>Cancellations</b> - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	<b>B</b>	VS
<b>Rental Services</b>			
64	<b>Inspections</b> - Inspections are conducted before each rental to ensure safety equipment is present, engines and other equipment are operational, gas tanks are filled, and the vessel is rent ready.	<b>A</b>	LS

65	<b>Hours of Operation</b> - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	<b>B</b>	VS
66	<b>Pick-Up</b> - The reserved boat and appropriate staff are available at the time of the reservation. Staff confirms boat type, number of persons in party, length of rental, and method of payment. Staff identifies extra charges (fuel, damage deposits, state taxes, pet fees, and other equipment rental fees) approved by the park.	<b>A</b>	VS
67	<b>Rental Agreements</b> - Boat rental agreements are executed for each boat rental, and the rental form is approved by the park.	<b>B</b>	VS
68	<b>Acknowledgement of Risk</b> - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	<b>B</b>	VS
69	<b>Boat Orientation</b> - Staff provide written and hands-on verbal operating instructions. Orientation includes vessel and safety equipment operation, emergency procedures, navigational rules, park regulations and permit requirements, waterway closings and access areas, weather conditions, and disposal of pet waste and trash. Orientation materials are approved by the park. <del>Orientations are completed in an area separate from tour vessel operations and public launch/haul out facilities.</del>	<b>A</b>	LS
70	<b>Park Orientation Materials</b> - Maps and other park materials are accurate, legible, and well-maintained.	<b>A</b>	VS
71	<b>Returns</b> - Staff is available when boat returns are expected. Overdue return procedures are approved by the park. After-hours contact information is posted.	<b>A</b>	VS
	<b>Other Services</b>		
72	<b>Lost and Found</b> - Found items are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to guest inquiries concerning lost articles.	<b>C</b>	VS
73	<del><b>Shuttle Service</b> - Shuttle vehicles are operational and well-maintained. Boat trailers are adequate, appropriate, and well-maintained.</del>	<b>B</b>	VS
74	<b>Boat Towing</b> - Towing services are provided as required. Service response times are stated to the visitor at the time of request. Towing boats are adequate, operational, and well-maintained.	<b>B</b>	VS
	<b>Personnel</b>		
75	<b>Staffing Levels</b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	<b>A</b>	VS
76	<b>Employee Attitude</b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information). Employees are proactive in solving issues, ensuring customer satisfaction, and anticipating customer needs.	<b>B</b>	VS
77	<b>Employee Appearance</b> - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat, clean, and professional appearance.	<b>B</b>	VS

<b>78</b>	<b>Employee Training Programs</b> - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	<b>B</b>	VS
<b>79</b>	<b>Management Availability</b> - Manager is on duty during hours of operation, and after-hours contact information is posted.	<b>B</b>	VS
	<b>Rates</b>		
<b>80</b>	<b>Approved Rates</b> - Rates and other customer charges do not exceed those approved by the Superintendent.	<b>A</b>	VS

### **Ranking Definitions**

**Major:** First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Moderate:** Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Minor:** Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

### **Focus Area Acronyms**

LS	Life Safety/Health
RP	Resource Protection
VS	Visitor Satisfaction
CC	Cleanliness/Condition
AL	Accessibility/Legal Requirements