

GUIDED WATER TOUR STANDARDS (10-GWT)

Description - Guided water operations consist of interpretive water tours on USCG certified motorized vessels piloted by a USCG captain in rivers, lakes, and coastal waters. Food and beverage may be provided. Overnight meals are in accordance with Backcountry Food and Beverage standards (10-FBK). Ticket offices and departure embarkation points may be located within the park; applicable standards will depend on the contract. Major repairs and maintenance are performed in shipyards; minor repairs and maintenance may be performed in the park. United States Coast Guard conducts vessel inspections; these standards evaluate visitor services.

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

- Adequate: As much as necessary for the intended duration of use
- 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
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Ticket Office – Exterior	
1	Building Structure - 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
2	Landscaping/Grounds - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	C
3	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind.	C
4	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	Pathways, Sidewalks, Ramps, Steps, and Stairs - 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.	A
6	Lighting/Illumination - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational.	B
7	Public Signs - 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. Boat schedule postings are accurate and legible.	B

8	Utilities - 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.	C
9	Trash/Recycling - 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. Central refuse collection sites are screened from public view.	B
10	Flags - 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. Flags of a maritime or nautical nature are displayed below the National Flag.	C
11	Vending Machines - 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.	C
12	Smoking Policy - No smoking is permitted on the vessel, 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.	A
Public Areas – Interior		
13	Ticketing/Waiting Area - Ticket office entrance and waiting area furnishings are clean and well-maintained. Literature racks are neat, stocked, well-maintained, and include park, safety, and concession information.	B
14	Windows, Doors, Walls, Ceilings, Floors, and Screens - 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
15	Public Restrooms - 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.	B
16	Public Signage - 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
17	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
18	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
19	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		

20	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
21	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
22	Smoke Detectors - 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
23	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
24	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Maintenance Area/Building		
25	Building Structure - 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
26	Garbage and Trash/Recycling - 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
27	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
28	Storage - 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
29	Floors - 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
30	Shop Lighting - Lighting is adequate to perform vessel 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
31	Hazardous Materials - 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.	A
32	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
33	Fire Extinguishers - 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.	A
34	Smoke Detectors - 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
35	Eye-Wash Stations - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A

	Dock Facilities	
36	Pre-Boarding Areas - Waiting areas are appropriate, adequate, and as safe as possible. Queuing areas are designed to facilitate boarding.	A
37	Security Screening - Security screening is operational, well-maintained, appropriately located, and in accordance with Homeland Security regulations.	A
38	Boarding Signs - Accurate vessel schedule and boarding times are displayed. Chalk or dry erase boards are acceptable if neatly designed, hand writing is legible, and the park has approved use. Paper brochures are not available on the docks to reduce wind caused litter.	B
39	Cleats - Adequate cleats are well-maintained and secure. No loose or missing cleats are evident.	B
40	Lines/Ropes - Rope lines are adequate and well-maintained. Ropes are kept coiled or orderly, and away from visitor foot traffic as much as possible.	B
41	Dock/Decking - 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. Utility lines are neat, protected from slack and foot or vehicular traffic, and hidden from view as much as possible.	B
42	Gangways/Bridges - Surfaces are non-slip, free of obstructions and tripping hazards, and well-maintained. Railings are well-maintained and sturdy enough to support visitor use. Gangway capacity limits are not exceeded.	A
43	Pilings - Pilings are well-maintained. Damage to pilings is reported to the park, and repaired to the satisfaction of the park within appropriate time frames.	A
VESSEL STANDARDS		
Vessel Equipment		
44	Vessels - Vessels are operational, clean, and well-maintained.	A
45	Inspection - USCG vessel certificate of inspection is current.	A
46	Vessel Identification - Vessel identification and registration are in accordance with federal, state, or local laws. The company name and logo are visible.	A
47	Capacity Markings - Maximum persons and/or weight capacity markings are present as required by the USCG.	A
48	Fenders/Bumpers - Fenders and bumpers are appropriate, adequate, and well-maintained.	B
49	Dock Lines - Dock lines are adequate (size, material, rating) and well-maintained. Ropes are kept coiled or orderly, and away from visitor foot traffic as much as possible.	B
50	Walkways/Stairs - Surfaces are non-slip, free of obstructions and tripping hazards, and well-maintained. Walkways and stairs are monitored for wet conditions that present slipping hazards.	A
51	Railings - Railings are well-maintained and sturdy enough to support visitor use.	A
52	Walls and Ceilings - Walls and ceilings are clean and well-maintained.	B

53	Windows - Windows are clean and well-maintained. Window seals do not leak.	A
54	Doors - Doors are operational and well-maintained. Only exterior weather doors required to be watertight have raised door sills (coamings) in visitor areas; exceptions are approved by the park.	B
55	Furnishings - Adequate furnishings are appropriate, clean, and well-maintained. Outdoor furnishings are weather proof.	B
56	Floors - Interior floor surfaces are appropriate, non-slip, clean, well-maintained, and free of trip hazards.	B
57	Marine Toilets - Heads are clean, ventilated, operational, and well-maintained. Marine toilet tissue (rapid dissolving 1-ply) is provided. Heads have a covered waste receptacle, and signage indicating the restrictions of on-board sewage systems.	A
58	Public Signs - 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.	C
59	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
Vessel Safety		
60	Public Address System - PA systems are operational, and announcements can be heard over the vessel engines.	A
61	Fire Extinguishers - Fire extinguishers are accessible, appropriate, marked, and correctly located, with operating instructions and current inspection tags.	A
62	Communication - Emergency marine VHF radios, satellite telephones, navigational and signaling equipment is adequate and operational in accordance with USCG, state, and local regulations.	A
63	Vessel Capacities - USCG maximum passenger limits are not exceeded.	A
64	Vessel Safety Map - Vessel maps are posted providing the locations of life rings, fire extinguishers, muster points, and life rafts.	A
65	Personal Flotation Devices - USCG approved personal floatation devices (PFDs) are appropriate, adequate, and well-maintained. Sufficient child PFDs are available. PFD storage is clearly marked.	A
66	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit. Seasickness remedies are available.	B
OPERATIONAL STANDARDS		
Accessibility		
67	Accessibility - Vessels, facilities, and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
Services		

68	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
69	Knowledge of Ticketing Staff - Staff provide accurate information about rates, cancellation policies, departure and arrival times, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
70	Confirmation - Reservation calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
71	Payment Methods - 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
72	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
73	Trip Cancellation - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	A
74	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Visitor Safety		
75	<p>Visitor Safety Orientation - Safety briefing includes:</p> <ul style="list-style-type: none"> • Weather conditions • Length of trip • Getting around (sitting, standing, stairs, etc.) onboard • Seasickness procedures • Restricted areas onboard • Location and proper use of PFDs • Man-overboard procedures • Park regulations <p>Briefing content is approved by the park.</p>	A
Park Requirements		
76	Smoking Policy - No smoking is permitted inside the vessel. Outdoor smoking area is located at the rear (aft) of the vessel, clearly designated, and a weather and windproof receptacle is provided. Employee smoking area is screened from public view.	A
77	Restricted Areas and Protection of Natural and Cultural Resources - Access regulations to restricted areas are enforced. Natural and cultural resources or artifacts are not disturbed or removed.	A
78	Use Allocation - Use allocation requirements (carrying capacities) are adhered to.	A
79	Wildlife - Park regulations prohibiting the feeding or disturbing of wildlife is enforced. Passengers are briefed regarding how to avoid unwanted interactions. If required, staff report wildlife sightings to the park.	A

80	<u>Trip Log and Reporting Requirements</u> - Trip logs are appropriate, accurate, and well-maintained. Trip logs are provided to the park upon request, or submitted according to schedule.	B
	Interpretation	
81	<u>Interpretive Services Content</u> - Interpretive formats and content are approved by the park.	B
82	<u>Interpretive Presentations</u> - Presentations are appropriate, accurate, and organized. Guide staff have NPS required interpretive training and certifications.	B
	Food and Beverage	
83	<u>Guards</u> - Public facing prep counters have surface guards. Guards are clean and well-maintained.	B
84	<u>Menu Boards</u> - Menu boards are appropriate, accurate, legible, and unobstructed.	B
85	<u>Beverage Displays</u> - Beverage displays are appropriate, neat, clean, and secured.	C
86	<u>Tableware/Drinkware</u> - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	B
87	<u>Condiments</u> - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B
88	<u>Hand Washing Stations</u> - 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
89	<u>Food Area</u> - Food areas are clean, neat, and well-maintained.	A
90	<u>Temperatures</u> - Foods are maintained at appropriate temperatures, and are properly labeled and covered. If foods are prepared off vessel, appropriate temperatures are maintained during transport.	A
91	<u>Food Refrigeration and Heating/Cooking Equipment</u> - Equipment and display cases are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.	A
92	<u>Beverage Equipment</u> - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup.	B
93	<u>Trash/Recycling/Composting</u> - Adequate trash and recycling containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in appropriate receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Compost collection areas are clean and orderly. Refuse is securely unloaded from the vessel away from public view. Refuse is disposed of in accordance with public health, state, and local codes.	A
94	<u>Alcohol</u> - 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 board in accordance with park regulations.	A
	Retail	

95	Merchandise - Items offered for sale are consistent with the park-approved merchandise plan, and reflect park themes.	B
96	Made in USA and Handcrafted Products - Locally crafted and sourced items are preferred.	B
97	Availability - An adequate supply and appropriate selection of product types and sizes is available.	B
98	Labeling - Merchandise is labeled with price and point of origin. Price labels do not conceal the point of origin or manufacturer identification. Use of bar-code tags, stickers, grease pencils, stringed price tags, or other methods are approved by the park. Identical items may be marked by display area, rather than individually.	B
Personnel		
99	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service. The number of crew aboard is appropriate and in accordance with USCG and Homeland Security regulations.	A
100	Licenses - USCG captain's licenses are current.	A
101	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
102	Employee Appearance - 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
103	Employee Training Programs - 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
Rates		
104	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

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.