

SNORKEL AND SCUBA STANDARDS (10-SCU)

Description - Snorkel and SCUBA (self-contained underwater breathing apparatus) standards include guided snorkel and SCUBA trips. Dive shops and departure embarkation points may be located within the park. Applicable standards for facilities outside the park will depend on the contract. The 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
	Dive Shop – 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 approved landscape plan.	C
3	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
4	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
5	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational.	B
6	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
7	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

8	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
9	Fences and Walls - Fences and walls are cleared of overgrowth and well-maintained.	C
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
Public Areas – Interior		
12	Check-In/Waiting Area - Check-in and waiting area furnishings are clean and well-maintained. Literature racks are neat, stocked, well-maintained, and include park, safety, and concession information.	B
13	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
14	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
15	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
16	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
17	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
18	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		
19	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
20	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A

21	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
22	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Maintenance Area/Building		
23	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
24	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
25	Site Utilities and Equipment - Service and delivery areas are neat, well-maintained, and hidden from public view as much as possible.	C
26	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
27	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
28	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
29	Shop Lighting - Lighting is adequate to perform 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
30	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
31	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
32	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
33	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
34	Eye-Wash Stations - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
Dock Facilities		
35	Pre-Boarding Areas - Waiting areas are adequate, neat, and as safe as possible. Queuing areas are designed to facilitate boarding.	A

36	Cleats - Adequate cleats are well-maintained and secure. No loose or missing cleats are evident.	B
37	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
38	Dock System - Fixed or floating dock systems are well-maintained. Winch system is effective and docks are correctly aligned.	B
39	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
40	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
41	Pilings - Pilings are well-maintained. Damage to pilings is reported to the park, and repaired to the satisfaction of the park within an appropriate time frame.	B
EQUIPMENT STANDARDS		
Vessels		
42	Condition - Vessels are operational, clean, and well-maintained.	A
43	Registration, Licensing, and Insurance - Boats and operators are licensed and insured in accordance with federal and state laws and regulations. USCG vessel certificate of inspection is current.	A
44	Identification - Vessel identification and registration are in accordance with federal, state, or local laws. The company name and logo are visible.	A
45	Fenders/Bumpers - Fenders and bumpers are appropriate, adequate, and well-maintained.	B
46	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
47	Anchors - Boat anchors and anchor ropes are appropriate, well-maintained, and of adequate size.	B
48	Railings - Railings are well-maintained and sturdy enough to support visitor use.	B
49	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.	B
50	Ladders - Access ladders for snorkelers and divers are operational and well-maintained.	A
51	Dive Flags - All dive boats must be equipped with appropriate dive flags. Vessels must fly the "Divers Down" or international "Alpha" flag while conducting underwater activities. The flags are lowered when diving activities are completed.	B
Rental Equipment		

52	Snorkel and Dive Gear - Snorkel and SCUBA equipment (masks, snorkels, fins, regulators, BCDs, computers, and other accessories) is adequate for the number of clients, appropriate, operational, and well-maintained.	B
53	Weights - Adequate weight belts and weights are provided for a variety of weight configurations. Weight types are approved by the park.	B
54	Dive Tanks - Air tanks are well-maintained and meet all applicable DOT testing standards. Tanks must be regularly inspected and properly labeled with testing stamps and inspections dates. If Nitrox or “enriched air” is used, tanks must be properly labeled.	A
55	Air - Compressed air must meet “E” grade quality standards defined by the Congress Gas Association (CGA). The air fill station is maintained and inspected in accordance with applicable laws. If Nitrox or “enriched air” is used, divers have documented certification.	A
Safety		
56	First Aid Kit - Appropriate first aid kits are available, stocked, and marked. Seasickness remedies are available.	A
57	Oxygen - Dive boats must carry a minimum supply of 1,300 liters of emergency oxygen with the necessary equipment to deliver 100% oxygen.	A
58	Communication - Emergency marine VHF radios, satellite telephones, navigational and signaling equipment is adequate and operational in accordance with USCG, state, and local regulations.	A
59	Signaling Equipment - Divers must be equipped with a whistle or other noise-making device, and a brightly colored surface marker or “safety sausage.”	A
60	Safety Documents - Written procedures for handling emergencies are kept on board at all times, as well as a valid USCG license, and a complete list of divers and their certifications. The Diving Accident Emergency Plan is approved by the park.	A
61	Dive Tanks - Air tanks are secured when the vessel is underway. A system for recognizing used air tanks is enforced.	A
OPERATIONAL STANDARDS		
Services		
62	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
63	Knowledge of Reservation Staff - Staff provide accurate information about rates, cancellation policies, departure and arrival times, and trip locations. Matching information is available on the concessioner's website.	B
64	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
65	Trip Cancellation - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	A

66	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		
67	Safety and Activity Orientation - Every guided snorkel/SCUBA trip is preceded by an orientation and safety briefing which includes: <ul style="list-style-type: none"> • Weather conditions • Boat safety, including exit/entry procedures • Emergency diving procedures • Equipment usage • Marine resource protection • Diving rules/etiquette • Special considerations for diving near shipwrecks and reefs • Park regulations Briefing content is approved by the park.	A
68	Guide Requirements - Dives are supervised by an individual at the certified level of “Dive Master” or higher, who maintains a log of each diver’s bottom time and maximum depth.	A
69	Certification - Valid SCUBA certification from a nationally recognized certifying agency for every diver is documented.	A
70	Dive Buddies - Divers must be paired with a buddy. No solo diving is permitted, regardless of certification level. One trio is permissible for odd number client trips.	B
Environmental Protection		
71	Garbage and Trash/Recycling - No trash is thrown overboard. Trash is maintained to not attract wildlife or vermin. Recyclables are separated, and refuse is disposed of in accordance with public health, state, and local codes.	A
72	Mooring/Anchoring - Vessels moor or anchor in a manner that prevents damage to coral, sea grass beds, or other marine resources. Buoy locations and anchoring methods are approved by the park.	A
73	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
74	Marine Life - Park regulations prohibiting the disturbing of marine life is enforced, and clients are informed that touching or removing coral, plants, or artifacts, living or dead, is illegal and diminishes the resources.	A
75	Gloves - Clients are not allowed to wear gloves.	A
76	Trip Log and Reporting Requirements - Trip logs are appropriate, accurate, and well-maintained. Trip logs are provided to the park upon request, or submitted according to schedule.	B
77	Use Allocation - Use allocation requirements (carrying capacities) are adhered to.	A
Interpretation		

78	<u>Interpretive Services Content</u> - Interpretive formats and content are approved by the park.	B
79	<u>Resource Briefing</u> - Clients are briefed on the protection of underwater resources before any water activity.	B
80	<u>Interpretive Presentations</u> - Presentations are appropriate, accurate, and organized. Employees have appropriate NPS required interpretive training and certifications.	B
	Personnel	
81	<u>Staffing Levels</u> - Appropriate client-to-guide ratios and vessel carrying capacity limits are strictly observed.	A
82	<u>Guide/Crew Qualifications and Licenses</u> - Guides have an appropriate level of skill and experience based on the environment they are expected to operate in. Licenses and certifications are available for inspection upon request.	A
83	<u>Employee Attitude</u> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
84	<u>Employee Appearance</u> - Employees wear apparel and a name tag identifying them as concession staff. Apparel is approved by the park.	B
85	<u>Employee Training Programs</u> - 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	
86	<u>Approved Rates</u> - 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.