

TRANSPORTATION STANDARDS - WATER FERRIES (10-TWF)

Description - This classification consists of vessels providing ferry and tour services. Ticket offices and departure embarkation points are not usually located within the park; applicable standards will depend on the contract. Maintenance is performed in shipyards. United States Coast Guard conducts vessel inspections; these standards evaluate visitor services. Other services may include quick service food and beverage, and interpretation.

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
	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	CC
2	Landscaping - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with approved landscape plan.	C	CC
3	Parking - Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B	CC
4	Pathways, Sidewalks, Ramps, Steps and Stairs - 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.	A	LS
5	Lighting/Illumination - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational.	B	LS
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	VS
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.	B	CC
8	Trash and Recycling - 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.	B	RP
9	Flags - 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

10	Ice/Vending - 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. Machines must accept \$1 coins and applicable notices are posted.	C	VS
	Ticket Office – Interior		
11	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	CC
12	Payment Stations - Adequate Point of Sale (POS) stations are operational and well-maintained.	B	VS
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	CC
14	Public Restrooms - 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 every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B	CC
15	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.	B	VS
16	Lighting - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no burned out bulbs.	B	VS
17	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B	VS
18	Drinking Fountains - Water fountains are clean, operational, and well-maintained. Water bottle filling stations are preferred.	C	CC
19	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and operating at all times. Emergency exits and routes are adequately marked and unblocked.	A	LS
20	Fire Extinguishers - Fire extinguishers are accessible, signed and correctly located, with operating instructions and current inspection tags.	A	LS
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 yearly.	A	LS
22	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A	LS
23	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B	LS
	Dock Facilities		
24	Pre-Boarding Areas - Waiting areas are appropriate, adequate, and as safe as possible. Queuing areas are designed to facilitate boarding.	A	VS
25	Security Screening - Security screening is operational, well-maintained, and	A	AL

	appropriately located in accordance with Homeland Security regulations.		
26	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	VS
27	Cleats - Adequate cleats are well-maintained and secure. No loose or missing cleats are evident.	B	CC
28	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	CC
29	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	CC
30	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	CC
31	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	CC
	VESSEL STANDARDS		
	Vessel Equipment		
32	Vessels - Vessels are operational, clean, and well-maintained.	A	CC
33	Inspection - USCG vessel certificate of inspection is current.	A	AL
34	Vessel Identification - Vessel identification and registration are in accordance with federal, state, or local laws. The company name and logo are visible.	A	AL
35	Capacity Markings - Maximum persons and/or weight capacity markings are present as required by the USCG.	A	AL
36	Fenders/Bumpers - Fenders and bumpers are appropriate, adequate, and well-maintained.	B	CC
37	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	CC
38	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 slip hazards.	A	LS
39	Railings - Railings are well-maintained and sturdy enough to support visitor use	A	LS
40	Walls and Ceilings - Walls and ceilings are clean and well-maintained.	B	CC
41	Windows - Windows are clean and well-maintained. Window seals do not leak.	A	CC
42	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	CC
43	Lighting - Lighting is adequate, particularly in walk and stair ways. Light fixtures are operational and well-maintained.	A	VS

44	Furnishings - Adequate furnishings are appropriate, clean, and well-maintained. Outdoor furnishings are weather proof.	B	CC
45	Floors - Interior floor surfaces are appropriate, non-slip, clean, well-maintained, and free of trip hazards.	B	CC
46	Public Restrooms - Restrooms are clean, ventilated, well-illuminated, and well-maintained. Sinks have hot and cold running water. Marine toilets (boat heads) and sinks are clean, operational, and well-maintained. Marine toilet tissue (rapid dissolving 1-ply) and biodegradable paper towels are available. Soap is provided in bulk dispensers. Stalls have a covered waste receptacle, and signage indicating the restrictions of on-board sewage systems.	A	CC
47	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	VS
48	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B	VS
Vessel Safety			
49	Public Address System - PA systems are operational, and announcements can be heard over the vessel engines.	A	LS
50	Fire Extinguishers - Fire extinguishers are accessible, appropriate, marked, and correctly located, with operating instructions and current inspection tags.	A	LS
51	Communication - Emergency marine VHF radios, satellite telephones, navigational and signaling equipment is adequate and operational in accordance with USCG, state, and local regulations.	A	LS
52	Vessel Capacities - USCG maximum passenger limits are not exceeded.	A	AL
53	Vessel Safety Map - Vessel maps are posted providing the locations of life rings, fire extinguishers, muster points, and life rafts.	A	LS
Passenger Safety			
54	<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 • Location of muster points and life boats/rafts • Man overboard procedures • Park regulations • Destination challenges (steps, hills, etc.) <p>Safety briefings may be pre-recorded. Briefing content is approved by the park.</p>	A	LS
55	Activity Briefings - Activity (snorkeling, wildlife viewing, etc.) briefings are appropriate, accurate, and content is approved by the park.	B	VS
56	Personal Flotation Devices - USCG approved personal floatation devices (PFDs) are appropriate, adequate, and well-maintained. Sufficient child PFDs are available. PFD	A	LS

	storage is clearly marked.		
57	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit. Seasickness remedies are available.	B	LS
58	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	AL
OPERATIONAL STANDARDS			
Accessibility			
59	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	AL
Ticketing Services			
60	Availability - Reservations are available via telephone, mail, and fax during business hours; and internet 24/7.	B	VS
61	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	VS
62	Confirmation - Reservation calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B	VS
63	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	VS
64	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B	VS
65	Trip Cancellation - The trip cancellation policy includes notification and refund procedures, and is approved by the park.	A	VS
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 passenger inquiries concerning lost articles.	B	VS
Park Requirements			
67	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	RP
68	Use Allocation - Use allocation requirements (carrying capacities) are adhered to.	A	RP
69	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	RP
70	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	VS

	Interpretive Services		
71	Interpretive Services Content - Interpretive formats and content are approved by the park.	B	VS
72	Interpretive Presentations - Group presentations are appropriate, accurate, and organized. Presentation schedules are posted and announced. Guide staff have NPS required interpretive training and certifications.	B	VS
73	Activities - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C	VS
	Food and Beverage		
74	Guards - Public facing prep counters have surface guards. Guards are clean and well-maintained.	B	CC
75	Menu Boards - Menu boards are appropriate, accurate, legible, and unobstructed.	B	VS
76	Beverage Displays - Beverage displays are appropriate, neat, clean, and secured.	C	VS
77	Tableware/Drinkware - Tableware and drinkware are disposable. Recyclable/compostable/bio-degradable materials are preferred. Styrofoam is not permitted.	B	VS
78	Condiments - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B	VS
79	Hand Washing Stations - 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	AL
80	Food Area - Food areas are clean, neat, and well-maintained.	A	CC
81	Temperatures - 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	AL
82	Food Refrigeration and Heating/Cooking Equipment - Equipment and display cases are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.	A	CC
83	Beverage Equipment - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup.	B	CC
84	Trash/Recycling/Composting - 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	RP
85	Alcohol - 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	AL
86	Healthy Foods - Appropriate food and beverage items are available that meet the NPS Healthy Foods requirements.	B	VS

Retail			
87	Merchandise - Items offered for sale are consistent with the park-approved merchandise plan, and reflect park themes.	B	VS
88	Made in USA and Handcrafted Products - Locally crafted and sourced items are preferred.	B	VS
89	Availability - An adequate supply and appropriate selection of product types and sizes is available.	B	VS
90	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	VS
Personnel			
91	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	VS
92	Licenses - USCG captain's licenses are current.	A	LS
93	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	VS
94	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	VS
95	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.	A	VS
Rates			
96	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A	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