

PUBLIC LAUNDRY STANDARDS (10-LAU)

Description - Operations that provide public laundry services. These services may be associated with public showers. Additional amenities may include folding tables, laundry baskets, change machines, laundry supplies (detergent, fabric softener, dryer sheets, etc.), and vending machines. Waiting areas may include access to computers and the internet. Employees may be assigned full time or make regular visits to maintain the laundry facility during operating hours.

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: Able to function or be used

Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking	Primary Focus Area
	Laundry Facility – 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	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	CC
3	Pathways, Sidewalks, Ramps, and Steps - Pathways, sidewalks, ramps, and steps 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
4	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. Lighting is consistent with NPS Night Sky requirements.	A	LS
5	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.	B	VS
6	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.	B	RP
7	Smoking - Smoking area is designated at least 25' from any door, window or building air intake. Outdoor (wind and rain proof) ashtrays are provided, and detritus does not accumulate to the point of overflowing.	B	AL
	Laundry Facility – Interior		
8	Windows, Doors, and Screens - Doors, windows and screens are clean, operational,	B	CC

	and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.		
9	Waiting Area - Waiting areas are clean and well-maintained. Furnishings are appropriate, clean and well-maintained. Doors, windows and screens are clean, operational, and sufficiently fitted to preclude the entry of rodents and insects.	B	CC
10	Restrooms - 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. 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	VS
11	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
12	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned out bulbs.	B	VS
13	Ventilation/Climate Control - Laundry facilities are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B	VS
14	Fire Extinguishers - Accessible fire extinguishers are signed and appropriately located, with current operating instructions and inspection tags.	A	LS
15	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	LS
16	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible to visitors and employees.	A	LS
17	Carbon Monoxide Detectors - 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
18	Chemical Storage - Cleaning supplies are stored in properly marked containers. Current Safety Data Sheets are accessible and known to employees.	A	LS
19	Noise Level - Background music system is operational. Music is played at an appropriate level and cannot be heard in adjoining areas.	C	VS
	Equipment and Supplies		
20	Change Machines - Change machines are operational and well-maintained. Out of service machines have computer-generated signage directing customers to the nearest change outlet.	B	VS
21	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 and may dispense \$1 coins; and notices are posted.	C	VS
22	Equipment - Laundry equipment is clean, well-maintained and operational. Lint traps	A	VS

	are cleaned at least daily. Washers and dryers are cleaned at least monthly, and are energy and water efficient. Equipment that is out-of-service has computer-generated signs posted and is returned to service as soon as possible. Areas behind machines are screened for safety. A cleaning inspection log is maintained and posted.		
23	Laundry Supplies - Park-approved environmentally preferable laundry supplies are available. Signage regarding the location of laundry supplies is posted if not available in the laundry facility.	B	VS
24	Folding Surfaces - Adequate tables, counters or rolling laundry baskets are well-maintained and clean, and available for visitors to sort, fold, and hang clean laundry.	B	VS
OPERATIONAL STANDARDS			
Services			
25	Hours of Operation - Laundry facilities are available in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B	VS
26	Posting of Rates - Rates and length of washer and dryer times are posted.	B	VS
27	Emergency Instruction - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A	LS
28	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.	B	VS
Personnel			
29	Staffing Levels - Laundry facilities are sufficiently staffed to prevent avoidable delays in service.	B	VS
30	Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance.	B	VS
Rates			
31	Approved Rates - Rates and other 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