

GUIDED LAND TOUR STANDARDS (10-GLA)

Description - Land tours include motorized transport, such as busses, jeeps, snowmobiles, and vans; and non-motorized transport, such as bicycles and hiking. Trips vary in length from hours to days and may involve camping and meal services. 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 to facilities outside the park will depend on the contract. Repairs and maintenance may be performed in the park. The Department of Transportation conducts vehicle 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	<u>Building Structure</u> - 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	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	C
3	<u>Outdoor Furniture</u> - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind.	C
4	<u>Parking</u> - 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	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - 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	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational.	B
7	<u>Public Signs</u> - 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
8	<u>Utilities</u> - Service areas are neat and well-maintained. Utility lines are neat and protected from foot or vehicular traffic, and hidden from view as much as possible. Electrical panels are secured and unobstructed.	B

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.	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 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
	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	Payment Stations - Adequate Point of Sale (POS) stations are operational and well-maintained.	B
15	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
16	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
17	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
18	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
19	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
20	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
	Safety	

21	<u>Emergency Lighting/Exit Lights/Emergency Exits</u> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
22	<u>Fire Extinguishers</u> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
23	<u>Smoke Detectors</u> - 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
24	<u>Fire Alarms and Pull Boxes</u> - Fire alarms and pull boxes are visible and accessible.	A
25	<u>First Aid Kit</u> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
	Boarding	
26	<u>Pre-Boarding Areas</u> - Waiting areas are appropriate, adequate, and as safe as possible. Queuing areas are designed to facilitate boarding.	A
27	<u>Boarding Signs</u> - Accurate 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.	B
	Maintenance Area/Building	
28	<u>Building Structure</u> - 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
29	<u>Garbage and Trash/Recycling</u> - 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
30	<u>Site Utilities and Equipment</u> - Service and delivery areas are neat, well-maintained, and hidden from public view as much as possible.	C
31	<u>Garage Bay Doors</u> - Bay doors are operational, well-maintained, and equipped with exhaust escape and safety operating devices. Garage is secure.	A
32	<u>Lifts</u> - Vehicle lifts are operational and well-maintained. A lift inspection log is maintained.	A
33	<u>Organization</u> - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
34	<u>Storage</u> - 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
35	<u>Floors</u> - 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
36	<u>Shop Lighting</u> - Lighting is adequate to perform vehicle 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

37	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
38	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
39	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
40	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
41	Eye-Wash Stations - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
	VEHICLE STANDARDS	
	Vehicles	
42	Condition - Vehicles are operational, clean, and well-maintained.	A
43	Registration, Licensing, and Insurance - Vehicles and operators are licensed, registered, and insured in accordance with federal and state laws and regulations.	A
44	Identification - Vehicle identification is in accordance with federal (Department of Transportation), state, or local laws. The company name and logo are visible.	A
45	Windows - Windows are operational, clean, and well-maintained. Windows do not leak.	B
46	Doors - Doors are operational and well-maintained.	B
47	Seats - Seats are clean and well-maintained. Exposed seats are weather proof.	B
48	Storage - Storage is adequate and appropriate.	B
49	Floors - Surfaces are non-slip, clean, well-maintained, and free of trip hazards.	B
50	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.	C
51	Public Address System - PA systems are operational, and announcements can be heard over the vehicle engines.	A
52	Ventilation/Climate Control - Interiors are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
	Vehicle Safety	
53	Emergency Exits - Emergency exits are marked, operational, and unobstructed.	A
54	Fire Extinguishers - Fire extinguishers are accessible, appropriate, marked, and correctly located, with operating instructions and current inspection tags.	A
55	Communication - Emergency radios, satellite telephones, mobile telephones are adequate and operational.	A

56	<u>Vehicle Capacity</u> - DOT maximum passenger limits are not exceeded.	A
57	<u>Safety Belts</u> - Safety belts are appropriate, adequate, and well-maintained. Safety belt use is enforced.	A
	OPERATIONAL STANDARDS	
	Accessibility	
58	<u>Accessibility</u> - Vehicles, 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	
59	<u>Availability</u> - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
60	<u>Knowledge of Ticketing Staff</u> - 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
61	<u>Confirmation</u> - Reservations calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
62	<u>Payment Methods</u> - 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
63	<u>Cancellations</u> - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
64	<u>Trip Cancellation</u> - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	A
65	<u>Lost and Found</u> - 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	
66	<u>Visitor Safety Orientation</u> - Safety briefing includes: <ul style="list-style-type: none"> • Nature and demands of trip • Movements (standing, arms out of windows, etc.) while driving • How to get on and off the vehicle • Proper use of safety belts • Emergency exit locations • Hydration • Sanitation • Park regulations (natural and cultural resources, trash, etc.) Briefing content is approved by the park.	A
67	<u>First Aid Kit</u> - A first aid kit is appropriate, available, and stocked. Motion sickness remedies are available.	B

	Camping – Overnight Trips	
68	Camping Equipment - Overnight gear and equipment is appropriate, adequate, clean, and well-maintained. Overnight food and beverage is in accordance with Backcountry Food and Beverage standards.	B
69	Water Purification - Water purifying kits are appropriate, adequate, and operational. Water storage is adequate for the duration of the trip and the number of passengers and staff.	A
70	Overnight Emergency Equipment - Appropriate emergency medical equipment is adequate, well-maintained, and operational. Equipment may include back boards, neck restraints, splints, inflatable casts, etc., for medical stabilization and transport.	A
	Food and Beverage – Day Trips	
71	Tableware/Drinkware - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	B
72	Temperatures - Food and beverages are maintained at appropriate temperatures, and are properly labeled and packaged.	A
	Environmental Protection	
73	Noise - Radios or similar entertainment devices are not allowed. Noise levels are kept to a minimum so as not to impair the experience of others or impact wildlife.	B
74	Grounds - Grounds are monitored prior to leaving a site to ensure that no garbage or debris is left in the vicinity.	A
75	Garbage and Trash/Recycling - Trash is maintained to not attract wildlife or vermin. Trash is collected after each meal service, contained in a water- and wildlife-proof container, and transported off-site. Recyclables are separated, and refuse is disposed of in accordance with public health, state, and local codes.	A
76	Sanitation - Appropriate river toilet boxes (or equivalent) are water- and wildlife-proof, and well-maintained. Adequate toilet paper and hand washing or hand sanitizer are appropriate. Human waste disposal procedures are followed in accordance with park and public health requirements.	A
77	Smoking Policy - No smoking is permitted on trails, or within 25' of the vehicle. A portable weather and windproof receptacle is provided at stops.	A
	Park Requirements	
78	Idling - Park vehicle idling rules are obeyed.	B
79	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
80	Use Allocation - Use allocation requirements (carrying capacities) are adhered to.	A
81	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

82	<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	
83	<u>Interpretive Services Content</u> - Interpretive formats and content are approved by the park.	B
84	<u>Interpretive Presentations</u> - Presentations are appropriate, accurate, and organized. Guide staff have NPS required interpretive training and certifications.	B
85	<u>Activities</u> - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C
	Personnel	
86	<u>Staffing Levels</u> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
87	<u>Licenses</u> - Appropriate class drivers licenses are current.	A
88	<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
89	<u>Employee Appearance</u> - 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
90	<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	
91	<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.