

CRUISE SHIP STANDARDS (10-CRU)

Description - This classification consists of cruise ships providing limited in-park tour services. Ticket offices and embarkation points are not located within the park. United States Coast Guard conducts vessel inspections; these standards evaluate visitor services. Other services include interpretation.

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	OPERATIONAL STANDARDS	A, B, C Ranking
	Operations	
1	<u>Itineraries</u> - Appropriate itineraries and schedules are followed.	B
2	<u>Vessel Coordination</u> - Sailing itineraries are coordinated with other cruise ships in the park.	B
3	<u>Emergency Communication</u> - The park is notified by marine radio or telephone as soon as possible in an emergency (fire, medical evacuation, etc.).	A
4	<u>Personnel Transfers</u> - Boarding procedures are in compliance with appropriate International Maritime Organization and International Maritime Pilots Association recommendations. Boarding schedules are adhered to, and changes or exceptions are approved by the park.	A
5	<u>Authorized Off-Vessel Activities</u> - The park is notified of special ship launches, and appropriate launch procedures are followed.	B
	Resource Protection	
6	<u>Restricted Areas and Protection of Natural and Cultural Resources</u> - Access regulations to restricted areas are enforced. Natural and cultural resources or artifacts are not disturbed or removed.	A
7	<u>Wildlife</u> - Park regulations prohibiting the feeding or disturbing of wildlife are enforced. Passengers are appropriately briefed regarding how to avoid unwanted interactions.	A
8	<u>Noise Levels</u> - Whistles, horns, and bells are used only in emergencies. Noise levels on outside decks are kept to a minimum, so as not to impair the experience of others or impact wildlife.	B
9	<u>Marine Mammal Protection</u> - Appropriate marine mammal navigation and reporting requirements are followed.	A

10	<u>Garbage and Trash/Recycling</u> - 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.	B
	Interpretation	
11	<u>Park Orientation Material</u> - Park-specific materials are available (brochures, park maps, newsletters, and special notices) and appropriately distributed to park visitors.	B
12	<u>Scenic Cruising</u> - Appropriate times are spent at prime scenic areas within the park.	A
13	<u>Shipboard Activities</u> - Visitor shipboard activities do not interfere or conflict with interpretation programs as specified in the contract.	B
14	<u>Public Address System</u> - PA systems are adequate, operational, and well-maintained. Announcements can be heard over the ship's engines.	B
15	<u>Audio Visual Equipment</u> - A/V systems are adequate, operational, and well-maintained.	B
16	<u>Program Support</u> - Appropriate support for Service and Cultural Interpretive Programs is adequate.	B
17	<u>Interpretive Services Content</u> - Interpretive formats and content are approved by the park.	B
18	<u>Interpretive Presentations</u> - Group presentations are appropriate, accurate, and organized. Presentation schedules are posted and announced. Guide staff have NPS required interpretive training and certifications.	B
19	<u>Accessibility</u> - Programmatic access (assisted listening, closed captioning, etc.) is adequate and approved by the park.	A
20	<u>Library</u> - Alaska reference materials are adequate.	C
	Rates	
21	<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.