

GUIDED WATER AIRBOAT STANDARDS (10-GWA)

Description - Guided Airboat trips are only allowed in the East Everglades Expansion Area of Everglades National Park. Ticket offices and departure embarkation points may be located within the park; applicable standards to facilities outside the park will depend on the contract. Minor repairs and maintenance may be performed in the park.

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>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
4	<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
5	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
6	<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
7	<u>Utilities</u> - 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

8	<u>Trash/Recycling</u> - 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	<u>Flags</u> - 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
10	<u>Vending Machines</u> - 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		
11	<u>Ticketing/Waiting Area</u> - 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
12	<u>Windows, Doors, Walls, Ceilings, Floors, and Screens</u> - 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
13	<u>Public Restrooms</u> - 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
14	<u>Public Signage</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. Signage is neatly arranged.	B
15	<u>Illumination</u> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	<u>Ventilation/Climate Control</u> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
17	<u>Drinking Fountains</u> - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		
18	<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
19	<u>Fire Extinguishers</u> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A

20	<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
21	<u>Fire Alarms and Pull Boxes</u> - Fire alarms and pull boxes are visible and accessible.	A
22	<u>First Aid Kit</u> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
	Maintenance Area/Building	
23	<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
24	<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
25	<u>Site Utilities and Equipment</u> - Service and delivery areas are neat, well-maintained, and hidden from public view as much as possible.	C
26	<u>Organization</u> - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
27	<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
28	<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
29	<u>Shop Lighting</u> - Lighting is adequate to perform vessel 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	<u>Hazardous Materials</u> - 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. No fluid maintenance activities are permitted in or near the park.	A
31	<u>Safety Data Sheets</u> - Current safety data sheets are visible, legible, and readily accessible.	A
32	<u>Fire Extinguishers</u> - 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	<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
34	<u>Carbon Monoxide Detectors</u> - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A

35	<u>Eye-Wash Stations</u> - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
	Shuttle Vehicles	
36	<u>Condition</u> - Shuttle vehicles are adequate, operational, clean, and well-maintained. Gear is secured. Boat trailers are adequate, appropriate, and well-maintained.	A
37	<u>Registration, Licensing, and Insurance</u> - Shuttle vehicles and operators are licensed and insured in accordance with federal and state laws and regulations.	A
38	<u>Identification</u> - The company name and logo are visible and appropriate permits and documentation is available.	C
39	<u>Safety Belts</u> - Safety belts are appropriate, adequate, and well-maintained. Safety belt use is enforced.	A
	Dock Facilities	
40	<u>Pre-Boarding Areas</u> - Waiting areas are appropriate, adequate, and as safe as possible.	A
41	<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.	C
42	<u>Cleats</u> - Cleats are properly placed and secured to the dock for use at each slip. No loose or missing cleats are evident. A sufficient number of properly sized cleats to secure the vessel are available.	B
43	<u>Lines/Ropes</u> - Rope lines are adequate and well-maintained. Ropes are kept coiled or orderly, and away from visitor foot traffic as much as possible.	B
44	<u>Boat Bumpers/Rub Rails</u> - Bumper materials are well-maintained. Cover materials are free of tears and properly secured to the dock. Rub rails are acceptable. Fastening bolts and screws are recessed and do not extend beyond the rails.	B
45	<u>Flotation System</u> - Systems provide adequate flotation and are well-maintained. Systems are sturdy and free of broken or uneven sections. Foam, if used, is encapsulated. Systems maintain docks level above the waterline.	A
46	<u>Dock/Decking</u> - 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.	B
47	<u>Boat Ramp</u> - Boat ramps are constructed with ribbed concrete or other non-slip surfaces, and are well-maintained. Launch preparations are conducted to avoid congestion at the ramp.	B
	Fueling	
48	<u>Emergency Fuel Shutoff</u> - Emergency shut off is posted, accessible, and located in compliance with NFPA standards.	A
49	<u>Fire Extinguishers</u> - 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

50	Fuel Dispensers - Dispensers, including nozzles and hoses, are operational and well-maintained. Dispensers have functioning fire/shear valves, and hoses are equipped with breakaway devices. Dispensers are locked.	A
51	Smoking Policy - Smoking is not permitted near the fuel dispensers, and signs are posted. No smoking policy is enforced.	A
52	Emergency Response and Spill Containment Equipment - Fire response equipment is provided in accordance with NFPA standards, other applicable regulations, and the park. Spill response equipment is well-maintained and accessible. This equipment is specified in the concessioner's SPCC and Emergency Response plans and is adequate to respond to incidental and non-incidental fuel and oil spills. The quantity of absorbent material equals a ratio of approximately three feet of boom to every foot of the largest boat within the marina. Equipment includes personal protective equipment for emergency response. Use of dispersants is approved by the park. Fuel staff are trained as specified in the SPCC plan.	A
53	Fuel Storage Tanks - Secondary containment and automatic leak detection systems are provided for aboveground, underground and dock tanks, piping, and dispensers, as required.	A
54	Fuel Lines - Fuel lines are well-maintained. Fuel lines are located and protected from physical damage. Sufficient lengths of oil-resistant flexible hose are used between the shore, the tank, and the dispensers as required by changes in water level. Emergency shut off valves are appropriately located in accordance with NFPA, and are posted.	A
55	Hazardous Materials Storage - Areas storing flammable or hazardous materials are clearly marked. Flammable liquids are not stored in battery charging or storage rooms. Hazardous materials near or over water have at least secondary containment.	A
56	Other Safety Equipment - Other required safety equipment, including eye-wash stations and emergency ladders, are operational and appropriately located.	A
VESSEL STANDARDS		
Vessel Equipment		
57	Vessels - Vessels are operational, clean, and well-maintained.	A
58	Vessel Identification - Vessel identification and registration are in accordance with federal, state, and local laws. Registration numbers are clearly visible (minimum height of 3 inches in a contrasting color) on each side of the bow, both sides of the rudder, or outside the dual rudders.	A
59	Noise Reduction - Vessel engines are equipped with noise reduction systems, such as exhaust headers or manifolds, which are routed to the rear of the vessel.	B
60	Additional Equipment - A fire extinguisher, extra PFD, extra eye and hearing protection, and rain protection are available.	B
61	First Aid Kit - First aid kits are available and stocked. Kits are appropriate to the captain's level of training.	B
Vessel Safety		

62	<u>Communication</u> - Emergency marine VHF radios and two other operational means of communication (satellite telephones, navigational and signaling equipment, cellular phones) are appropriate, adequate, and operational in accordance with USCG, state, and local regulations. Staff is trained in radio use and communication protocols. Communication protocols are approved by the park.	A
63	<u>Vessel Capacities</u> - USCG or manufacturer maximum passenger/load limits are not exceeded.	A
OPERATIONAL STANDARDS		
Accessibility		
64	<u>Accessibility</u> - 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
Services		
65	<u>Availability</u> - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
66	<u>Knowledge of Ticketing Staff</u> - Staff provide accurate information about rates, cancellation policies, departure times, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
67	<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
68	<u>Cancellations</u> - Visitor cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
69	<u>Trip Cancellation</u> - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	B
70	<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		
71	<u>Safety and Activity Orientation</u> - Safety briefing includes: • Nature and demands of trip • Noise protection • Weather conditions • Proper use of PFDs • Man-overboard procedures • Gear recommendations (eye protection, shoes, hats, sunglasses, etc.) • Park regulations (wildlife, trash, etc.) Briefing content is approved by the park.	A
72	<u>Crew Safety and Security Responsibilities</u> - Equipment is inspected daily. Emergency drills (capsized airboat, man-overboard recovery, etc.) are conducted.	A

73	Personal Flotation Devices - Sufficient USCG approved personal floatation devices (PFDs) are appropriate and well-maintained. PFDs are worn at all times on the water, and as appropriate near the water.	A
74	Noise Protection - Adequate personal noise protection is appropriate, well-maintained, and sanitized after use. Every passenger and crew must wear noise protection at all times while the motor is running.	A
	Environmental Protection	
75	Grounds - Grounds are monitored prior to leaving a site to ensure that no garbage or debris is left in the vicinity.	A
76	Trash/Recycling - 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
77	Smoking Policy - No smoking is permitted on the vessel. Weather and windproof receptacles are provided at embarkation location.	A
	Park Requirements	
78	Restricted Areas and Protection of Natural and Cultural Resources - Access regulations to restricted areas are enforced. Temporary closures mandated by the Superintendent's Compendium are also enforced. Natural and cultural resources or artifacts are not disturbed or removed.	A
79	Use Allocation - Use allocation requirements (carrying capacities) and itineraries are adhered to. No new airboat trails may be created.	A
80	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
81	Trip Log and Reporting Requirements - Trip logs are accurate, well-maintained, and use the template specified in the contract. Trip logs are provided to the park upon request, or submitted according to schedule.	B
	Interpretation	
82	Interpretive Services Content - Information on natural and cultural resources, and park history is accurate. Messaging is consistent with the park mission, goals, and long range interpretive plan. Interpretive content is approved by the park.	B
83	Interpretive Presentations - Presentations are appropriate, accurate, and organized. Guide staff have NPS required interpretive training and certifications.	B
84	Activities - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C
	Personnel	
85	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
86	Crew Qualifications and Licenses - Staff have appropriate experience in accordance with the contract operating plan. Licenses and certificates are current and available upon request.	A

87	<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
88	<u>Employee Appearance</u> - Employees wear visible apparel (hats, etc.) or name tags (over their PFDs) identifying them as concession staff. Apparel is approved by the park.	B
89	<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	
90	<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.