

BOAT RENTAL STANDARDS (10-BOA)

Description - Boat Rentals consists of small craft rentals. Motorized small craft include motorboats and personal watercraft (jet skis). Non-motorized small craft include canoes, kayaks, row boats, and dories; shuttle service to embarkation or disembarkation points may be provided. Houseboat rentals are covered in a separate standard.

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
	Rental 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
2	Landscaping/Grounds - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Grounds are well-maintained. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	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
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
5	Lighting/Illumination - 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.	B
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.	B
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

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
9	Fences and Walls - Fences and walls are well-maintained and cleared of overgrowth.	C
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. Flags of a maritime or nautical nature are displayed below the National Flag.	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.	B
Public Areas – Interior		
12	Entrance/Waiting Area - Rental entrance and waiting area furnishings are clean and well-maintained.	B
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
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 stalls. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
15	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
16	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no burned-out bulbs.	B
17	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
18	Drinking Fountains - Water fountains are clean, operational, and well-maintained. Water bottle filling stations are preferred.	C
19	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
20	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
21	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A

22	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
23	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
24	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Dock/Launch Facilities		
25	Boat Ramp - Boat ramps are constructed with ribbed concrete or other non-slip surfaces, adequately marked, and well-maintained. Launch preparations are conducted to avoid congestion at the ramp. Launch instructions and rules are posted.	A
26	Cleats - Adequate cleats are well-maintained and secure. No loose or missing cleats are evident.	B
27	Lines/Ropes - Rope lines are adequate, well-maintained, and kept coiled or orderly.	B
28	Boat Bumpers/Rub Rails - Bumper materials are appropriate and 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.	C
29	Flotation System - 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.	B
30	Dock System - Fixed or floating dock systems are well-maintained. Winch system is effective and docks are correctly aligned.	B
31	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.	B
32	Dock Carts - Adequate dock carts are clean, operational, and well-maintained. Carts are stored neatly in appropriate locations.	C
33	Smoking Policy - No smoking is permitted on the vessels, 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.	A
Maintenance Area/Building		
34	Building Structure - 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
35	Hoists - Employees are trained on hoist standard operating procedures. Boat hoists are operational, well-maintained, and appropriately sized. Hoists have an emergency cut off switch appropriately located and posted. An adequate area is available for unencumbered hoisting, lifting, and launching of vessels.	A
36	Garbage and Trash/Recycling - 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. Market available recyclable products are collected and recycled.	B

37	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
38	Storage - 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
39	Floors - The maintenance area floor is free of clutter and tripping hazards such as extension cords and power hoses. Floor cracks are filled to prevent seepage.	B
40	Shop Lighting - Lighting is adequate to safely perform vessel maintenance activities. 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
41	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
42	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
43	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
44	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
45	Eye-Wash Stations - Eyewash stations are placed in chemical work areas with instructions clearly posted.	A
EQUIPMENT STANDARDS		
Watercraft		
46	Watercraft - Watercraft are operational, clean, and well-maintained.	A
47	Vessel Identification - Vessel identification is in accordance with USCG, state, and local regulations.	A
48	Buoys/Life Jackets - Adequate USCG approved, personal floatation devices (PFDs) are provided in accordance with state or local regulations.	A
49	Audio and Visual Signaling and Navigational Equipment - Adequate audio (horns, bells, whistles) and visual signaling and navigational equipment (lights) are appropriate and operational.	A
50	Docking Lines - Lines are adequate, well-maintained, and kept coiled or orderly.	B
Motorized Vessels		
51	Capacity Markings - Maximum persons and/or weight capacity markings are present as required by the USCG.	A
52	Anchors - Adequate, operational anchors are provided, and anchor lines are coiled or neatly available.	B

53	Fenders/Bumpers - Bumpers and fenders are adequate, appropriate, and well-maintained.	B
54	Operator Manuals - Operating manuals are available upon request.	B
55	Fire Extinguishers - At least one fire extinguisher is accessible with operating instructions and current inspection tags.	A
56	Other Equipment - Emergency paddles are adequate, appropriate for the rental vessels, and well-maintained.	B
Non-Motorized Vessels		
57	Paddles - Paddles and oars are adequate, appropriate for the rental vessels, and well-maintained.	A
OPERATIONAL STANDARDS		
Accessibility		
58	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
Services		
Reservation Services		
59	Availability - Reservations are available via telephone, mail, and fax during business hours; and internet 24/7.	B
60	Knowledge of Rental Staff - Rental staff provide accurate information about rates, cancellation policies, rental hours, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
61	Confirmation - Reservations calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
62	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
63	Deposits - Reservation and damage deposit policies are approved by the park; and deposit information is disclosed at the time of the reservation.	B
64	Rate Changes - Advance rates are honored, and guests are refunded the difference if the rate is lower than the anticipated rate. Charges for additional amenities are disclosed at check-in, and are approved by the park.	B
65	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
Rental Services		

66	Inspections - Inspections are conducted before each rental to ensure safety equipment is present, engines and other equipment are operational, gas tanks are filled, and the vessel is rent-ready.	A
67	Hours of Operation - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	B
68	Pick-Up - The reserved boat and appropriate staff are available at the time of the reservation. Staff confirms boat type, number of persons in party, length of rental, and method of payment. Staff identifies extra charges (fuel, damage deposits, state taxes, pet fees, and other equipment rental fees) approved by the park.	A
69	Rental Agreements - Boat rental agreements are executed for each boat rental, and the rental form is approved by the park.	B
70	Acknowledgement of Risk - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	B
71	Boat Orientation - Staff provide written and hands-on verbal operating instructions. Orientation includes vessel and safety equipment operation, emergency procedures, navigational rules, park regulations and permit requirements, waterway closings and access areas, weather conditions, and disposal of pet waste and trash. Orientation materials are approved by the park. Orientations are completed in an area separate from tour vessel operations and public launch/haul-out facilities.	A
72	Park Orientation Materials - Maps and other park materials are accurate, legible, and well-maintained.	A
73	Returns - Staff is available when boat returns are expected. Overdue return procedures are approved by the park. After-hours contact information is posted.	A
	Other Services	
74	Lost and Found - Found items are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to guest inquiries concerning lost articles.	C
75	Shuttle Service - Shuttle vehicles are operational and well-maintained. Boat trailers are adequate, appropriate, and well-maintained.	B
76	Boat Towing - Towing services are provided as required. Service response times are stated to the visitor at the time of request. Towing boats are adequate, operational, and well-maintained.	B
	Personnel	
77	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
78	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). Employees are proactive in solving issues, ensuring customer satisfaction, and anticipating customer needs.	B

79	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
80	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.	B
81	Management Availability - Manager is on duty during hours of operation, and after-hours contact information is posted.	B
	Rates	
82	Approved Rates - 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.