

GUIDED WATER FLOAT STANDARDS (10-GWF)

Description - Guided float trips include paddlecraft, such as canoes and kayaks; and river running vessels, such as rubber rafts. Float 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 United States Coast Guard conducts vessel 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	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 approved landscape plan.	C
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 and slipping 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.	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/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
9	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
10	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
Public Areas – Interior		
11	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
12	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
13	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
14	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
15	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
17	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		
18	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
19	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A

20	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
21	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
22	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Maintenance Area/Building		
23	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
24	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. All market available recyclable products are collected and recycled.	B
25	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
26	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
27	Floors - 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
28	Shop Lighting - 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
29	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
30	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
31	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
32	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
33	Eye-Wash Stations - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
Shuttle Vehicles		
34	Condition - Shuttle vehicles are adequate, operational, clean, and well-maintained. Luggage and gear is secured. Boat trailers are adequate, appropriate, and well-maintained.	A

35	Registration, Licensing, and Insurance - Shuttle vehicles and operators are licensed and insured in accordance with federal and state laws and regulations.	A
36	Identification - The company name and logo are visible, and appropriate permits and documentation is available.	C
37	Safety Belts - Safety belts are appropriate, adequate, and well-maintained. Safety belt use is enforced.	A
Launch Facilities		
38	Pre-Boarding Areas - Waiting areas are appropriate, adequate, and as safe as possible.	B
39	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
40	Lines/Ropes - Rope lines are adequate and well-maintained. Ropes are kept coiled or orderly, and away from visitor foot traffic as much as possible.	B
41	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
42	Boat Ramp - 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
VESSEL STANDARDS		
Vessel Equipment		
43	Vessels - Vessels are operational, clean, and well-maintained.	A
44	Inspection - USCG vessel certificate of inspection is current.	A
45	Vessel Identification - Vessel identification and registration are in accordance with federal, state, or local laws. The company name and logo are visible.	B
46	Additional Equipment - Spare paddles, bailing devices, patch kits, and air pumps are available.	B
47	First Aid Kit - Appropriate first aid kits are available, stocked, and marked.	A
Vessel Safety		
48	Communication - Emergency marine VHF radios, satellite telephones, navigational and signaling equipment is appropriate, adequate, and operational in accordance with USCG, state, and local regulations.	A
49	Vessel Capacities - USCG or manufacturer maximum passenger/load limits are not exceeded.	A
50	Mooring - Vessels are secured by lines during stops. At least one paddlecraft remains rigged adequately to respond to any in-water emergencies.	B
OPERATIONAL STANDARDS		

	Services	
51	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
52	Knowledge of Ticketing Staff - 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
53	Confirmation - Reservation calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
54	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
55	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
56	Trip Cancellation - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	A
57	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.	C
	Visitor Safety	
58	<p>Visitor Safety Orientation - Safety briefing includes:</p> <ul style="list-style-type: none"> • Nature and demands of trip • Weather conditions • Proper use of PFDs • Man-overboard procedures • Sanitation procedures • Gear recommendations (shoes, hats, sunglasses, etc.) • Park regulations (wildlife, trash, etc.) <p>Safety briefings for activities and excursions are given. Briefing contents are approved by the park.</p>	A
59	Crew Safety and Security Responsibilities - Equipment is inspected, and trip plans (trip pace, boat order, scheduled stops, etc.) are reviewed daily. Emergency drills (capsized paddlecraft, man-overboard recovery, etc.) are conducted.	A
60	Personal Flotation Devices - 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
	Camping – Overnight Trips	
61	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

62	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
63	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		
64	Tableware/Drinkware - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	B
65	Temperatures - Food and beverages are maintained at appropriate temperatures, and are appropriately labeled and packaged.	A
Environmental Protection		
66	Noise - Noise levels are kept to a minimum so as not to impair the experience of others or impact wildlife.	B
67	Grounds - Grounds are monitored prior to leaving a site to ensure that no garbage or debris is left in the vicinity.	A
68	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
69	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
70	Smoking Policy - No smoking is permitted on the vessel while underway. A portable weather and windproof receptacle is provided at stops.	A
Park Requirements		
71	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
72	Use Allocation - Use allocation requirements (carrying capacities) are adhered to.	A
73	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
74	Trip Log and Reporting Requirements - Trip logs are appropriate, accurate, and well-maintained. Trip logs are provided to the park upon request, or submitted according to schedule.	B
Interpretation		
75	Interpretive Services Content - Interpretive formats and content are approved by the park.	B

76	Interpretive Presentations - Presentations are appropriate, accurate, and organized. Guide staff have NPS required interpretive training and certifications.	B
77	Activities - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C
	Personnel	
78	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
79	Guide/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
80	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).	B
81	Employee Appearance - Employees wear visible apparel (hats, etc.) or name tags identifying them as concession staff. Apparel is approved by the park.	B
82	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
	Rates	
83	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.