

## MARINA STANDARDS (10-MAR)

**Description** - Marinas offer services for the boating public including: wet and dry slip storage, dock facilities and courtesy docks, sewage pump-out, and fuel docks. Marinas may provide services such as fueling, mechanical boat repair, boat towing and chase services, and boat brokerage.

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
	<b>Marina Office – Exterior</b>	
1	<b>Building Structure</b> - 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>B</b>
2	<b>Landscaping/Grounds</b> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with approved landscape plan.	<b>C</b>
3	<b>Vehicle Parking</b> - 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>B</b>
4	<b>Trailer Parking</b> - Designated trailer parking areas are well-maintained and signed. Trailer lots are located further from the marina than vehicle parking.	<b>B</b>
5	<b>Cart Parking</b> - Storage for dock carts and parking for motorized dock carts are designated and close to marina access point.	<b>C</b>
6	<b>Pathways, Sidewalks, and Ramps</b> - Pathways, sidewalks, and pedestrian ramps are free of obstructions. Surfaces are well-maintained and free of tripping hazards.	<b>B</b>
7	<b>Lighting/Illumination</b> - 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>B</b>
8	<b>Public Signs</b> - 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>B</b>

9	<b>Utilities</b> - 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
10	<b>Trash/Recycling</b> - 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
11	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	C
12	<b>Flags</b> - 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
<b>Public Areas – Interior</b>		
13	<b>Marina Office Waiting Area</b> - Marina office entrance and waiting area furnishings are clean and well-maintained.	B
14	<b>Public Signage</b> - 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	<b>Illumination</b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	<b>Ventilation/Climate Control</b> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
17	<b>Ice/Vending</b> - Ice and 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 display applicable notices.	B
18	<b>Drinking Fountains</b> - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
<b>Safety</b>		
19	<b>Emergency Lighting/Exit Lights/Emergency Exits</b> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
20	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
21	<b>Smoke Detectors</b> - 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
22	<b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.	A
23	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
<b>Boat Facilities</b>		

24	<b><u>Boat Ramp</u></b> - 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.	B
25	<b><u>Courtesy/Transient Docks</u></b> - Courtesy docks are marked and conveniently located for transient, dinghy dock, or boat ramp use. Docks are equipped with sufficient, well-maintained cleats and access ladders. Signage is posted to indicate maximum tie up time.	B
26	<b><u>Mooring Buoy Field</u></b> - Buoy fields are adequately spaced and provide sufficient anchorage for boats. Buoys and buoy lines are well-maintained. Buoy markings conform to applicable uniform federal or state waterway marking systems.	B
27	<b><u>Hoists and Travel Lifts</u></b> - Employees are trained on hoist and travel lift standard operating procedures. Boat hoists and travel lifts are operational, well-maintained, and appropriately sized. Hoists have an emergency cut off switch appropriately located and posted. An adequate area is available to provide for unencumbered hoisting, lifting, and launching of vessels.	A
28	<b><u>Dry Boat Storage</u></b> - Dry boat storage areas are located away from guest service areas, secure, appropriately screened, adequately sized, and orderly. A space identification system and records are maintained, and available on request.	B
<b>Restrooms/Showers/Laundry</b>		
29	<b><u>Public Restrooms</u></b> - 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
30	<b><u>Shower Stalls</u></b> - Shower stalls are clean, well-maintained, ventilated, and free of mold, mildew, and hair. Shower floors are equipped with a non-slip, mildew-free, untornd mat or constructed with non-skid surfaces or strips that are securely fastened. Mats are sanitized daily. Showers that are out of service have computer-generated signs posted and are made operational as soon as possible.	B
31	<b><u>Shower Enclosures</u></b> - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are clean, free of mold and mildew, and well-maintained.	B
32	<b><u>Water Supply</u></b> - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are appropriate, low flow, securely installed, and properly sealed/grouted.	B
33	<b><u>Dressing Area and Clothes Storage</u></b> - Lockers or clothes hooks (minimum 2 per stall) are provided and located in close proximity to the shower stall. Lockers are clean and rust-free, with working doors and hardware. Dressing area contains adequate seating as appropriate.	C
34	<b><u>Security</u></b> - System for securing valuables is provided, or signs are posted stating that the concessioner is not responsible for visitor's valuables.	B

35	<b>Soap and Towels</b> - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter. Towels are bath size.	C
36	<b>Mirrors</b> - Adequate mirrors are provided for each sink. Mirrors are securely mounted, clean, un-pitted, and free of cracks.	C
37	<b>Emergency Instructions</b> - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A
38	<b>Public Telephones</b> - Public telephones are available in remote locations where mobile phone connectivity is not available or sporadic. Telephones are operational, well-maintained, and free of vandalism.	B
39	<b>Public Laundry</b> - A minimum of two washers and dryers are provided. Equipment is clean, well-maintained, and operational. Lint traps and dryers are inspected and cleaned daily. Washers and dryers are energy and water efficient. Equipment that is out of service have computer-generated signs posted and are returned to service as soon as possible.	C
<b>Maintenance Area/Building</b>		
40	<b>Building Structure</b> - 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
41	<b>Garbage and Trash/Recycling</b> - 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
42	<b>Site Utilities, Equipment, and Delivery Area</b> - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible.	B
43	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	C
44	<b>Organization</b> - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
45	<b>Storage</b> - 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
46	<b>Floors</b> - 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
47	<b>Shop Lighting</b> - Lighting is adequate to perform marina 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
48	<b>Pest Control</b> - Pests are managed in coordination with the designated NPS integrated pest management coordinator and Risk and Environmental Management Plans.	B
49	<b>Hazardous Materials</b> - 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

50	<b>Safety Data Sheets</b> - Current safety data sheets are visible, legible, and readily accessible.	A
51	<b>Fire Extinguishers</b> - 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
52	<b>Smoke Detectors</b> - 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
53	<b>Carbon Monoxide Detectors</b> - Operational hard-wired carbon monoxide detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
54	<b>Eye-Wash Stations</b> - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
<b>Dock Facilities</b>		
55	<b>Identification</b> - Slips are clearly and uniformly marked by a permanently installed number. Utility pedestals and dock boxes are numbered to match the slip. Mooring buoys are clearly and uniformly marked.	B
56	<b>Cleats</b> - 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
57	<b>Boat Bumpers/Rub Rails</b> - 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
58	<b>Flotation System</b> - 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
59	<b>Dock System</b> - Fixed or floating dock systems are well-maintained. Winch system is effective and docks are correctly aligned.	B
60	<b>Dock/Decking</b> - 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
61	<b>Breakwater</b> - Breakwater is visible, functional, well-maintained, and properly secured. Exposed tire and 'log jam' breakwaters are acceptable. Foam, if used, is encapsulated.	B
62	<b>Covered Areas</b> - Covered structures are sturdy, appropriately sized, and well-maintained. The structure is treated to prevent rust and mildew. Covers are free of leaks, and material is consistent throughout the marina.	B
63	<b>Gangways/Bridges</b> - Surfaces are non-slip, free of obstructions and tripping hazards, and well-maintained. Railings are well-maintained and sturdy enough to support visitor use. Utility lines necessary to service slips are contained.	B
64	<b>Hoses</b> - Hoses are adequately sized for their intended use and are free of leaks. Hose systems are consistent throughout the marina and are well-maintained. Hoses are coiled or orderly. Water hoses have backflow prevention devices.	B

65	<b>Fishing Dock</b> - Fishing docks are posted with local fishing regulations, and equipped with adequate seating for the fishing area. Pole holders are secured to the dock. Fish cleaning stations are clean, well-maintained, and accurately located according to the concessions contract.	C
66	<b>Dock Carts</b> - An adequate supply of dock carts (hand or motorized) are available to allow guests to easily transport luggage, coolers, and supplies to and from their boat. Dock carts are clean, functional, and well-maintained. Carts are stored in an orderly manner, in convenient and dedicated areas (e.g., head of the dock, parking area, or other areas as dictated by the marina layout). Adequate controls are in place for motorized dock cart usage.	B
67	<b>Dock Boxes</b> - Dock boxes are clean, well-maintained, ventilated, and securely constructed. Dock box placement allows for the passage of dock carts. A policy of not storing flammable materials (e.g., paint, solvents, deck stains) in dock boxes is prominently posted or featured in the slip rental agreement.	B
68	<b>Sewage Pump-Out</b> - Pump stations are operational, clean, well-maintained, and emptied on a regular basis. Pump hoses are stored neatly, and an adequate supply of differently sized fittings is available. Required personal protection equipment is worn when handling hoses and fittings; and spill response equipment is accessible and well-maintained.	A
69	<b>Winterization</b> - De-icing systems are well-maintained and operational.	B
	<b>Fuel Docks</b>	
70	<b>Fuel Docks</b> - Fuel docks are located in protected areas away from wave action (particularly in areas with changing water levels). Stable platforms are provided for personal watercraft fueling. Fuel docks are clean and well-maintained.	B
71	<b>Emergency Fuel Shutoff</b> - Emergency shut off instructions are posted and accessible, and shutoff valve is located in compliance with NFPA standards.	A
72	<b>Fire Extinguishers</b> - 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
73	<b>Fuel Dispensers</b> - 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 when attendant is not on duty. Local, county, and state regulatory certificates for weights and measures are current and posted. Pump signs and decals are visible and well-maintained. Dispenser display screens are protected against UV damage and vandalism.	A
74	<b>Available Fuels</b> - At a minimum, unleaded gasoline and outboard motor oil are available.	C
75	<b>Access</b> - Access to fuel docks is clearly marked to facilitate vessel queuing in an adequate space without adverse effect to pumping lines, other vessels, or resources.	B
76	<b>Smoking Policy</b> - Smoking is not permitted near the fuel dispensers, and signs are posted. No smoking policy is enforced.	A

77	<b>Required Public Safety Notices</b> - Required safety notices are conspicuously posted around pump islands. Signs at fuel dispensers include “no smoking” signs, “switch off engine” signs, and “emergency fuel shut-off” signs. Signage requirements are listed in NFPA 303 - Fire Protection Standards for Marinas and Boatyards.	A
78	<b>Emergency Response and Spill Containment Equipment</b> - Fire response equipment is provided at the fuel dock 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-incident 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 attendants are trained as specified in the SPCC plan.	A
79	<b>Fuel Storage Tanks</b> - Secondary containment and automatic leak detection systems are provided for aboveground, underground and dock tanks, piping, and dispensers, as required.	A
80	<b>Fuel Lines</b> - 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
81	<b>Hazardous Materials Storage</b> - 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
82	<b>Other Safety Equipment</b> - Other required safety equipment, including eye-wash stations and emergency ladders, are operational and appropriately located.	A
<b>Dock Safety</b>		
83	<b>Fire Suppression Systems</b> - Fire suppression systems are operational, with current inspection certificates.	A
84	<b>Emergency Lighting</b> - Emergency backup battery or generator lighting systems are operational and well-maintained.	A
85	<b>Slip Utility Connections – Electrical</b> - Electrical outlets are marine-grade, hard wire attached feeds with working covers and are connected to a working ground fault interrupter.	A
86	<b>Slip Utility Connections – Water</b> - Water lines are operational, with working spigots and appropriately sized back flow preventers.	A
87	<b>Security and Lighting</b> - Adequate outside lighting is maintained throughout the marina for night operations. After scheduled hours, lighting is reduced to provide security only in the marina. Security system allowing access to slip areas is operational. Security personnel are provided as required.	A
88	<b>Lifesaving Devices</b> - At least one USCG approved, throw-type flotation device (with at least 60 feet of ¾-inch diameter rope attached or a reach pole) is accessible on the fuel dock and every 200 feet on other docks.	A

89	<b>Access Ladders</b> - Access ladders are well-maintained, secured, and appropriately located throughout the marina.	A
90	<b>Boats</b> - Boats are berthed in compliance with NFPA standards.	A
<b>OPERATIONAL STANDARDS</b>		
<b>Accessibility</b>		
91	<b>Accessibility</b> - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
<b>Services</b>		
<b>Reservation Services</b>		
92	<b>Availability</b> - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
93	<b>Knowledge of Slip Rental Staff</b> - Reservation agents provide accurate information about rates, slip rental policies and marina services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
94	<b>Property Management Information Systems</b> - The slip reservation system is integrated with the concessioner's property management information system, and provides comprehensive reporting capabilities.	C
95	<b>Payment Methods</b> - 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
96	<b>Deposits</b> - Rental deposits are no more than one month's dockage. For transient slips, the rental deposit of one night's stay is applied to the last night of the rental.	B
97	<b>Cancellations</b> - The slip rental cancellation and refund policy is clearly stated in the slip rental agreement, and is approved by the park.	B
<b>Registration Services</b>		
98	<b>Hours of Operation</b> - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B
99	<b>Check-In/Out</b> - Transient check-in/out is completed in a friendly and professional manner. The slip rental staff confirms slip type and length, duration of stay, departure date and check-out time, and method of payment. Slip rental staff also identifies any extra charges (utility add-ons, donations to friends, groups, and associations, etc.). Comment cards or the concessioner's comments website are included in the check-out material.	B
100	<b>Park Orientation Material</b> - Park-specific materials are available (brochures, marina and park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest by land and by boat, major highways, airports, restaurants, etc.).	C



	<b>Other Services</b>	
101	<b>Winterization Notification</b> - Slip renters are provided with adequate notices on winterization activities (water shut-off, de-icing, ramp and dock removal).	C
102	<b>Access</b> - Slip renters are provided 24-hour access to their slips.	B
103	<b>Private Sales</b> - Private sales of boats in marina areas are not permitted. Boats do not display "For Sale" signs. No slips or moorings are rented that are used for promotional display or sale of boats or boat accessories. Concessioner boat brokerage services are available if approved by the park.	B
104	<b>Private Rentals</b> - Private overnight rentals of boats in marina areas are not permitted.	B
105	<b>Valet (Dock-Hand) Services</b> - Valet services are prompt and courteous.	C
106	<b>Housekeeping</b> - Housekeeping services are prompt and courteous. No equipment is left unattended on the dock.	B
107	<b>Lost and Found</b> - 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
108	<b>Other Services</b> - Services (launch and retrieve, pilot/docking, chase boat, towing, landside shuttle, dive services, pump-out, and hydro hoist) are provided as required. Service response times are stated to the visitor at the time of request.	B
	<b>Slip Management</b>	
109	<b>Marina Management</b> - A diagram of the marina, including the location of all slips and supporting facilities, is prominently displayed, readable, and accurate. The master of the marina diagram is updated as necessary.	C
110	<b>Maximum Boat Size</b> - Boats do not exceed slip capacity. Length and beam measurements include all temporary and permanent appurtenances.	B
111	<b>Occupant Management (Permanent)</b> - Accurate and current records are maintained. Slip records include slip number and location, slip dimensions, and utilities. Slip renter records include boat owner's name, address, contact information, and authorized users. Boat records include boat name, hull identification number, model, year made, manufacturer, color, type, registration number and state, and boat insurance information. Park-approved rental agreements, conforming to applicable legal requirements, are executed for each slip rental.	B
112	<b>Occupant Management (Transient)</b> - Rental agreements include renter's name and contact information, authorized users, and boat identification details. Slips are checked and cleared of all lines and articles left by previous occupants. Welcome Aboard packages include slip number and location, slip dimensions, utilities available, and marina rules and regulations. The transient renter is provided with a head lock key or combination, and staff is available to assist transient renters with docking. Park-approved rental agreements, conforming to applicable legal requirements, are executed for each slip rental.	B
113	<b>Quiet Hours</b> - Quiet hours are enforced.	B

114	<b>Dock Checks</b> - Daily dock checks are completed (decking is secure and free of tripping hazards; cleats, ropes, and utility lines are secure; bow pulpits and anchors are not overhanging the dock; and utilities are operational). Daily slip checks are completed (no illegal boats, boats do not appear to be in danger of sinking, burning, or breaking loose).	B
115	<b>Waitlist</b> - Waiting lists are maintained for the rental of buoys, slips, dry boat storage, and slip transfers. Requests are accommodated in the order they were received.	C
116	<b>Courtesy Docks</b> - Unless specified in the contract, spaces on courtesy docks are not rented. Courtesy dock time limits are enforced.	C
<b>Fuel Dispensing</b>		
117	<b>Sales Operations</b> - Only employees trained on standard operating procedures for fuel dock operations dispense fuel.	A
118	<b>Emergency Action/Response Plan</b> - Park-approved fuel dock emergency response plan is accessible. Staff is trained in emergency response plans.	A
119	<b>Oil and Fuel Spills</b> - Park-approved Spill Prevention, Control, and Countermeasure (SPCC) plan procedures are followed. Spills are cleaned up promptly. Staff is trained in SPCC.	A
<b>Outside Contractor Requirements</b>		
120	<b>Qualifications and Credentials</b> - An approved list of qualified contractors is maintained. Marina office files on qualified contractors include a current occupational license, city/state sales tax registration, and certificate of insurance naming the NPS as an additional insured.	C
121	<b>Allowable Activities</b> - Only qualified contractors perform basic vessel maintenance. Moderate or significant vessel maintenance occurs outside the park unless allowed in the contract's maintenance plan.	A
<b>Marina Safety</b>		
122	<b>Marine Radio</b> - Marina is equipped with licensed operational business band or VHF marine radio, with back up available. Staff is trained in radio use and communication protocols, and carries operational VHF marine radio units. Communication protocols are approved by the park.	A
123	<b>Emergency Frequency and Protocol</b> - A port operations frequency is maintained with a specific transmission channel and call sign.	A
124	<b>Incident Reporting</b> - Park-approved incident reports are completed and records are maintained. Required incidents are immediately reported to the park.	B
125	<b>After Dark Procedures</b> - Staff completes security rounds by walking all docks and support facilities. A security log noting any suspicious activities is maintained. Staff checks that gates, storage areas, and fuel areas are secure and/or locked. If not locked, the marina is patrolled 24/7 during the operating season.	B
<b>Personnel</b>		
126	<b>Staffing Levels</b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A

127	<b>Employee Attitude</b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
128	<b>Employee Appearance</b> - Employees wear apparel and a name tag identifying them as concession staff. Employees present a neat and clean appearance.	B
129	<b>Employee Training Programs</b> - 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
130	<b>Management Availability</b> - All marina facilities have a general manager or manager on duty at all times.	B
131	<b>General Manager Credentials</b> - The marina general manager possesses a strong background in the marina industry. Other certifications (Marina Operator, Marina Manager) are maintained as required.	B
	<b>Rates</b>	
132	<b>Approved Rates</b> - 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.