

GUIDED AIR STANDARDS (10-GAI)

Description - Guided Air operations consist of interpretive air tours (no landings) and air ferry/taxi service (landing in park) in fixed wing aircraft, seaplanes or helicopters. Ticket offices and departure embarkation points may be located within the park; standards applicable to facilities outside the park will depend on the contract. Emergency repairs and fueling may be performed in the park; maintenance (major or minor) may not be performed in the park. The Federal Aviation Association (FAA) conducts aircraft 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 - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an 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 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. Tour schedule postings are accurate and legible.	B
7	Utilities - Service areas are neat and well-maintained. Utility lines are neat, operational, well-maintained and protected from slack, vehicular, and aircraft traffic.	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. 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 displayed are in good condition and adhere to the display guidelines of the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
Public Areas – Interior		
10	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
11	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
12	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 every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
13	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. Signage is neatly arranged.	B
14	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
15	Lighting - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no 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, operational, and well-maintained. Water bottle filling stations are preferred.	C
Boarding		
18	Pre-Boarding Areas - Waiting areas are appropriate, adequate, and as safe as possible. Queuing areas are designed to facilitate boarding.	A
19	Boarding Signs - Accurate schedule and boarding times are displayed. Chalk or dry erase boards are acceptable if neatly designed, hand writing is legible, and the park has approved use.	B

AIRCRAFT STANDARDS		
Aircraft Equipment		
20	Condition - Aircraft are operational, clean, and well-maintained.	A
21	Registration, Licensing, and Insurance - Aircraft and captains are licensed, registered, and insured in accordance with federal and state laws and regulations.	A
22	Identification - Aircraft identification is in accordance with federal, state, or local laws. The company name and logo are visible.	B
23	Tire Chocks - Tire chocks are adequate, operational, and well-maintained.	B
24	Air Stairs - Air stairs are operational and well-maintained. Hand railings are well-maintained and sturdy enough to support visitor use.	A
Aircraft Interior		
25	Windows - Windows are operational, clean, and well-maintained. Windows do not leak.	B
26	Doors - Doors are operational and well-maintained.	B
27	Seats - Seats are clean and well-maintained.	B
28	Storage - Storage is adequate and appropriate.	B
29	Floors - Surfaces are non-slip, clean, well-maintained, and free of trip hazards.	B
30	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
31	Public Address System - PA systems are operational, and announcements can be heard over the aircraft engines.	A
32	Ventilation/Climate Control - Interiors are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
Aircraft Safety		
33	<p>Visitor Safety Orientation - Safety briefing includes:</p> <ul style="list-style-type: none"> • Weather conditions • Length of trip • Mobility (sitting, standing, stairs, etc.) • Air and seasickness procedures • Location and proper use of PFDs and oxygen masks • Park regulations <p>Briefing content is approved by the park.</p>	A
34	Emergency Exits - Emergency exits are marked, operational, and unobstructed.	A
35	Safety Belts - Safety belts are appropriate, adequate, and well-maintained. Safety belt use is enforced.	A
36	Flotation Devices - Personal floatation devices (PFDs) are appropriate, adequate, and well-maintained. Sufficient child PFDs are available. PFD storage is clearly marked.	A

37	Oxygen - Oxygen delivery system is operational and well-maintained.	A
38	Communication - Emergency radios, satellite telephones, navigational and signaling equipment is adequate and operational in accordance with FAA, state, and local regulations. Additional electronic tracking systems are preferred.	A
39	Aircraft Capacity - FAA or manufacturer maximum passenger/load limits are not exceeded.	B
OPERATIONAL STANDARDS		
Services		
40	Availability - Air service reservations are available via telephone, mail, and fax during business hours; and internet 24/7.	B
41	Knowledge of Reservation 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
42	Confirmation - Reservation calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
43	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
44	Cancellations - Visitor cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
45	Trip Cancellation - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	A
46	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 passenger inquiries concerning lost articles.	B
Park Requirements		
47	Take-Off and Landing Sites - Aircraft take-off and landing sites occur at designated locations and in designated directions, as specified in the contract.	A
48	Grounds - Grounds are monitored prior to leaving a site to ensure that no garbage or debris is left in the vicinity.	A
49	Trash/Recycling - Trash is maintained to not attract wildlife or vermin. Recyclables are separated and recycled.	A
50	Smoking Policy - No smoking is permitted on the aircraft. Weather and windproof receptacles are provided at embarkation location.	A
51	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

52	Use Allocation - Use allocation requirements (carrying capacities) and itineraries are adhered to.	A
53	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
54	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		
55	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
56	Interpretive Presentations - Presentations are appropriate, accurate, and organized. Live presentation scripts and recordings are approved by the park.	B
57	Activities - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C
Personnel		
58	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service. The number of crew aboard is appropriate and in accordance with FAA and Homeland Security regulations.	A
59	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
60	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
61	Employee Appearance - Employees wear visible apparel (hats, etc.) or name tags identifying them as concession staff. Apparel is approved by the park.	B
62	Employee Training Programs - An active training program for the development of the necessary skills and techniques is provided for employees. Training includes technical training, emergency response, employee attitude, NPS philosophy and policy. Training is documented.	A
Rates		
63	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.