CONCESSIONER REVIEW PROGRAM
OPERATIONAL PERFORMANCE STANDARDS

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CONCESSIONER REVIEW PROGRAM-OPERATIONAL PERFORMANCE STANDARDS

INTRODUCTION

The following General Standard elements apply to almost all concession operations. There are, however, some instances where individual elements contained in the operating standards, include additional requirements to the general standards. In such cases, the operating standard element so states. Exhibits of the various operating standards and forms used in this program can be found at the end of this chapter.

A. GENERAL STANDARD FACILITY EXTERIOR

1. Structure Condition. The exterior of the buildings and other outdoor appurtenances must be in good physical condition, well painted or otherwise treated to protect against deterioration and kept clean and in good repair. (B)

2. Grounds. Grounds shall be well maintained, properly illuminated, uncluttered and free of litter, and debris. This will include facility entrances, stairways, parking areas, trails, driveways, walkways and other areas for which the concessioner is responsible or as outlined in the land assignment. (B)

3. Public Signs. Public signs for which the concessioner is responsible must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner, consistent with NPS standards, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation. (B)or(C)

4. Garbage and Trash. The concessioner shall provide an effective system for the collection and disposal of garbage and trash within its areas of responsibility at the facilities. Waste should not accumulate in trash containers to the point of overflowing. Trash containers shall be conveniently located and in sufficient quantity to handle the needs of the area. Refuse shall be stored in receptacles which are covered, waterproof, and which comply with all relevant construction standards (such as bear and vermin proof), as specified by the National Park Service. State and/or county codes shall also be followed if applicable. (A)or(B)

B. FACILITY INTERIOR

5. Public Restrooms. Public toilet areas shall be clean, odorless, free of litter, well illuminated, ventilated, and maintained. Toilet bowls, sinks and urinals shall be clean, reasonably free of stains and in proper operating condition. Toilet tissue, towels or air drying devices and soap shall be provided. Walls, floors, ceilings, mirrors, waste receptacles, chairs and other furnishings shall be clean, and well maintained. (A)

6. Public Signs. Public signs for which the concessioner is responsible must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner consistent with NPS standards, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation. (C)

7. Public and Other Areas. The lobby, offices, storerooms, workrooms, ticket booths, tackrooms, corridors and other space shall be clean, properly illuminated and well maintained. All furniture provided should be commensurate with the size of the area and its intended purpose, present a well organized and uncluttered appearance and, be in good repair. Chairs, lamps, tables, ash trays, draperies and other furnishings shall be appropriate and adequate for the visitors' comfort. Floors must be clean, free of litter and stains. Vinyl floor coverings must be clean, waxed or buffed, free of cracks, chips and worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be clean and waxed or otherwise sealed. Carpeting must be clean, reasonably free of stains and be in good repair. Walls and ceilings are to be free of breaks and stains and have a fresh appearance. Windows must be clean and free of breaks. (B)

C. OPERATIONAL

8. Employee Performance. An active training program for the development of the necessary skills and techniques must be provided for all employees.

These sessions shall stress work performance and also include product and service presentation,

cleanliness, employee attitudes and NPS philosophy and policy. Performance should be indicative of good training. (A)

9. Employee Attitude. Each employee is to project a hospitable, friendly, helpful, positive attitude and be capable and willing to answer visitors' questions (about both job and general park information). (A)

10. Employee Appearance. The concessioner may be required to have its employees who come in direct contact with the public, so far as practicable, to wear a uniform or badge by which they may be known and distinguished as the employees of the concessioner. The concessioner shall require its employees to exercise courtesy and consideration in their relations with the public and present a neat, clean and otherwise attractive personal appearance. (A)

11. Operating Hours. All facilities and services shall be operated in accordance with the hours authorized by the Superintendent or as specified in the operating plan and/or rate schedule. Hours of operation shall be prominently displayed at each facility in such a manner as to be easily visible to the public. (B)

12. Staffing. All facilities and services must be properly staffed so as to prevent undue delays, e.g., registration areas, tour and transportation services, rental services, etc. In determining what constitutes undue delay, consideration shall be given to the kinds and types of service being rendered and situations or conditions beyond the control of the concessioner such as unanticipated influxes of visitors, facility or equipment breakdowns or sudden weather changes. The reasonableness of the delay, based on the above, should be the determining factor. (A)

D. RATES

13. Authorized Rates. All rates being charged shall not exceed those approved by the Superintendent. These rates are to be verified against the specific approved service, portion size, quality, price or other such criteria. (A)

14. Posting of Rates. Rates shall be prominently posted in sales areas (point of purchase) as necessary. (B)

15. Sales Verification. Sales must be accurately and legibly recorded. Receipts shall be given for purchases when requested. (C)

E. OTHER

16. Vending. Vending and ice machines and their location shall be easily identified, adequately illuminated, conveniently located as approved by NPS, clean, properly stocked and be in good working condition. (B)

17. Beverage Container Guidelines. All of the requirements of the NPS Beverage Container Guidelines, as stated in Chapter 33 must be followed for all beverage sales including vending machines. Any State mandatory deposit law in effect must also be adhered to. (B)

FOOD SERVICE SANITATION INSPECTIONS - STD. NO. I

The goal for a system of sanitation inspections is to ensure correction of health hazards. An effective system must not only identify hazards, but also assign responsibility for correction and follow up to assure that some action is taken, in addition to rating the concessioner's performance. The correction of most of the operational and equipment deficiencies will be the concessioner's responsibility. Others, usually involving structural faults in government buildings, may be the responsibility of NPS.

INSPECTION AND RATING PROCEDURES

A. Official Inspections

Each food service facility (restaurant, snack bar, bar, etc.), is to be inspected for sanitation at least quarterly in year-round operations and at least twice during the operating period for seasonal operations. The number of periodic food service sanitation inspections of a facility may be reduced by two for year-round and one for seasonal operations if all rating scores for such facility for the previous year and the current year have been 85 (Satisfactory) or higher. The 1976 PHS (FDA) Food Service Sanitation Ordinance and the Food Service Establishment Inspection Report (Form FD 2420, 5/78) related thereto will be used as the standard as well as for recording inspection findings. All such inspections shall be made by either a PHS representative or an NPS, State or local Sanitarian.

Upon completion of an inspection, the Food Sanitation Inspection Report will be completed by the PHS representative or other Sanitarian before leaving the park. All significant deviations from the PHS standards will be identified on the PHS inspection report for each operation by circling the appropriate item number. A specific explanation of the deficiencies shall be noted on the reverse side of the report form or appended thereto and a correction period assigned (See Correction Period Section Below). A rating score for that inspection should then be calculated and recorded on the report.

The Sanitarian will discuss the report with the park concession specialist or other assigned individual who will at that time identify those deficiencies, if any, which are the responsibility of the park (NPS) to correct. The park representative will at that time also make the necessary adjustments on the front of the report on the line immediately below

the PHS rating score (See example form at end of this exhibit.) He/she will indicate on this line the corresponding item numbers of those deficiencies which are NPS's responsibility to correct. Then all deficiency points relating to NPS areas of responsibility should be totaled and added to the rating score so that the score will reflect only the concessioner's responsibilities.

The park representative will then give a copy of the adjusted report to the concessioner and point out respective responsibilities. If the unadjusted score for the establishment is less than 75 or if a severe health hazard exists regardless of the score, the Superintendent or his authorized representative shall meet with the concessioner as soon as possible following the inspection to discuss corrective action and correction dates.

The Sanitarian is to immediately notify the Regional Concessions Office and the Regional and WASO Environmental Sanitation Offices of the Unsatisfactory Rating.

Copies of all reports are also to be forwarded immediately to the Regional Concessions Office and the Regional PHS Representative by the park. Attached to this should be a statement of action taken or proposed by the park to correct NPS deficiencies, or a copy of an applicable budget request (Form 10-237, 10-238 or other submission). Once an action statement is submitted with the PHS report it need not be attached to subsequent reports for that year unless there is a change.

B. "UNOFFICIAL" OR COURTESY INSPECTIONS

The Superintendent or designated staff member may, from time to time, conduct courtesy inspections for conformity to PHS standards. Such inspections are for the purpose of assisting the concessioner in maintenance of standards and/or to aid in the identification of potential future problems. Such inspections, while beneficial, have no official standing and may not be considered in assignment of periodic or overall ratings. Courtesy inspections may be made using a locally designed form or the regular PHS form, provided that if the PHS form is used, the word "UNOFFICIAL" is printed in large letters at the top and the concessioner is made aware of its courtesy purpose.

C. CORRECTION PERIOD

The Environmental Sanitation Officer shall designate specific correction dates for each deficiency based on the severity of the item, using his/her professional knowledge. In the absence of such desig-

nation and as a general rule, all deficiencies should be assigned a correction period of 15 days of the initial sanitation inspection. Where correction of an item(s) requires a large expenditure, all responsible parties should discuss the situation and mutually agree upon correction dates. This does not preclude modifying or discontinuing parts or all of the food service until correction is completed.

D. REINSPECTION; FOLLOW-UP INSPECTIONS

Where the Rating Score of an establishment is less than 75, a comprehensive full reinspection shall be conducted within 30 days or as otherwise specified in the inspection report, to determine whether the overall status of the facility has improved. Reinspections are to be made by the person making the original inspection or where that is not possible, by another Sanitarian. A copy of the reinspection report should be sent to the Regional Concessions and Sanitation Offices and to the Environmental Sanitation Program Office in WASO.

Where the Rating is 75 or above, a follow-up inspection shall be made as soon as possible following the correction period specified by the Public Health Inspector on the back of Form 2420, to determine whether correction of the specific violations described in the report has been accomplished. Follow-up inspections shall be made by either the person making the inspection or an NPS representative designated by the Superintendent who is knowledgeable of the deficiencies noted.

E. RECORDING PERIODIC RATINGS

Numeric Periodic Rating Scores shall be entered on a Summary of Periodic Food Service Sanitation Rating Scores Form 10-622. Re-evaluation or Follow-up Inspection Scores should not be recorded on this sanitation summary form.

F. ANNUAL RATINGS

After the end of the evaluation year (not later than September 30), an Average Annual Rating Score shall be calculated for each food service establishment or operation following the instructions set forth on the Summary of Periodic Food Service Sanitation Rating Scores (Form 10-622). This resulting score shall then be transferred to the Concession Operational Performance Report (Form 10-629) using a separate line for each facility.

As previously stated, scores from reinspections or follow-up inspections are not to be included in calculation of the annual rating. An Annual Overall Average Rating Score combined for all food service establishments operated by that concessioner shall then be calculated and converted to an NPS Equivalent Rating using the following conversion table:

OVERALL AVERAGE PHS RATING SCORE	NPS EQUIVALENT RATING
85 - 100	SATISFACTORY
75 - 84	MARGINAL
< - 75	UNSATISFACTORY

The NPS Equivalent Rating so determined is to be entered on the Concession Operational Performance Report (Form 10-629).

In assigning the year-end NPS Equivalent Rating, the Superintendent shall take into account, in addition to the numeric inspection scores, the extent to which deficiencies have or have not been corrected within the time specified for correction, as well as excessive fluctuations in rating scores during the operating period. Where warranted, the Superintendent may assign an NPS equivalent rating different from the calculated Numeric Rating but such action must be fully explained in the mandatory narrative (end of the year statement) on the NPS Concessioner Annual Overall Rating (Form 10-631). The end of the year narrative must also discuss by name any facility which has received an unsatisfactory PHS rating throughout the year and give the current status of that facility's operation.

G. Less Than Satisfactory Operations: When any food service facility receives a less than Satisfactory PHS rating or if a severe health hazard exists regardless of score, the Superintendent is to take immediate action.

1. UNSATISFACTORY: When the rating score for an inspection is less than 75 or if a severe health hazard exists regardless of score, the Superintendent may:

   a. Close that facility until the deficiencies have been corrected, or

   b. Take any action listed under 2, below.

2. MARGINAL: When the rating score is from 75 to 84, the Superintendent may:

   a. Require that service be modified or, that certain activities be discontinued until the deficiencies have been corrected, and/or

   b. Closely monitor progress through additional inspections, spot checks or reports and report findings to WASO through the Regional Office.

In every case, the concessioner should be reminded that an annual overall sanitation inspection of less than satisfactory for the year may result in a less than Satisfactory Annual Overall Rating.

SAMPLE - FOOD SERVICE ESTABLISHMENT INSPECTION REPORT

U.S. PUBLIC HEALTH SERVICE
FOOD SANITATION REPORT
for the National Park Service

NPS Owns Building
Concessioner Owns Equip.

Park Anywhere National Park Region RMR Estab. No. _____
Estab. Name Blue Sky Inn Concid No. XXXX000
Date 2/20/87 Owner/operator U.S. Concessions, Inc.
Operates under NPS concession authorization: Yes X No _____
Type of Estab: Restaurant X Snack Bar _____ Bar _____ Grocery _____
Special Event (Temporary) _____ Demonstration _____ Other _____
Type of Insp: Regular X Follow-up _____ Re-insp. _____
Informal _____ Investigation _____ Other _____

ITEM NO.		DEBIT
FOOD		
*01	Source: sound condition	5
02	Original container; properly labeled	1
FOOD PROTECTION		
*03	Potentially hazardous food meets temperature requirements during storage, preparation, display, transportation	5
*04	Facilities to maintain product temperature	4
05	Thermometers: provided, conspicuous, accurate	1
06	Potentially hazardous food properly thawed	2
*07	Cross-contamination prevented: detained food segregated. Unwrapped and potentially hazardous food not re-served.	4
08	Food protection during storage, preparation, display, dispensing, packaging, transportation	2
09	Handling of food (ice) minimized	2
10	In use, food dispensing utensils properly stored	1
PERSONNEL		
*11	Personnel with infections restricted	5
*12	Hands washed and clean; good hygienic practices	5
13	Clean clothes; hair restraints	1
FOOD EQUIPMENT & UTENSILS		
14	Food-contact surfaces: designed, constructed, maintained, installed, located	2
15	Non-food-contact surfaces: designed, constructed, maintained, installed, located	1
16	Warewashing facilities: designed, constructed, maintained, installed, located, operated	2
17	Accurate thermometers and chemical test kits provided	1
18	Prefiushed, prescraped, presoaked	1
19	Wash, rinse water: clean, proper temperature	2
20	Sanitization rinse: clean, temperature, concentration, time. Equipment and utensils sanitized	4
21	Wiping cloths: clean, use-restricted, stored	1
22	Food-contact surfaces of equipment and utensils: clean, free of abrasives and detergents	2
23	Non-food-contact surfaces of equipment and utensils clean	1
24	Clean equipment/utensils: storage, handling	1
25	Single-service articles: storage, handling	1
26	No re-use of single service articles	2
WATER		
*27	Source: sufficient supply; hot & cold; under pressure	5
SEWAGE		
*28	Sewage and waste water disposal	4
PLUMBING		
29	Installed, maintained	1
*30	Cross-connection, back siphonage, backflow	5
TOILET & HANDWASHING FACILITIES		
*31	Number, convenient, accessible, designed, installed	4
32	Toilet rooms: enclosed, self-closing doors. Fixtures: good repair, clean. Tissue, hand cleanser, sanitary towels/hand-drying devices and proper waste receptacles provided	2
GARBAGE & REFUSE DISPOSAL		
33	Containers or receptacles: covered, adequate number, insect/rodent resistant, pick-up frequency, clean	2
34	Outside storage area and enclosures: properly constructed clean; controlled incineration	1
INSECT, RODENT, ANIMAL CONTROL		
*35	Presence of insects/rodents; outer openings protected; no animals	4
FLOORS, WALLS & CEILINGS		
36	Floors: constructed, drained, clean, good repair, covering, installation, dustless methods	1
37	Walls, ceilings: attached equipment, constructed, clean, good repair, surfaces, installation, dustless methods	1
LIGHTING		
38	Lighting provided as required; fixtures shielded	1
VENTILATION		
39	Rooms and equipment vented as required	1
DRESSING ROOMS		
40	Rooms, area, lockers: provided, located, used	1
OTHER OPERATIONS		
*41	Toxic items: necessary; properly stored, labeled, used	5
42	Premises maintained free of litter, unnecessary articles; cleaning maintenance equipment properly stored	1
43	Complete separation from living/sleeping quarters, laundry	1
44	Clean, soiled linen properly stored	1

Public Health Rating = 100 less weight of debits = 79 (See Back)
Person in charge of estab. _____
NPS Representative Ricky Ranger
Public Health Inspector _____

*Critical health items requiring immediate attention

U.S. GOVERNMENT PRINTING OFFICE: 1984 - [illegible]

SAMPLE - FOOD SERVICE ESTABLISHMENT INSPECTION REPORT

ITEM NO.	REMARKS	CORRECTED BY
3	Walk-in refrig. #1 50°F. Must be kept 45°F or less.	24 hrs.
5	Provide thermometer in walk-in #1	15 days
6	Chicken thawing at room temp. Thaw in refrig.	immediately
14	Repair or replace deeply gouged, cracked chopping block.	90 days
20	Final rinse on dishwash machine 150°F. Repair to achieve 180°F. If annot do before next meal, use chemical sanitizer or paper service.	immediately
33	Remove accumulation of grease and rotting food from inside of dumpster. Regular cleaning is needed.	15 days
36	Clean grease spillage from around stoves.	48 hrs.
STRUCTURE or EQUIPMENT		
*31	Handwashing sink needed near food prep. area.	6 mos.
35	Repair broken screens all kitchen windows	90 days
*37	Plywood walls in salad room should be painted or covered with material that is smooth, cleanable and non-absorbent.	6 mos.
*39	Install electric exhaust fan in windowless restroom. Must vent to outside. Interwire to turn on with light switch.	1 year

*NPS is responsible for items 31, 37, 39 (6 demerits)
Concessioner is responsible for all other items.

SAMPLE - SUMMARY OF PERIODIC FOOD SERVICE SANITATION RATING SCORES

FORM 10-622
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR

NATIONAL PARK SERVICE

SUMMARY OF PERIODIC FOOD SERVICE SANITATION RATING SCORES

YEAR

Establishment/ Operation Concessioner: Blue Sky Inn U.S. Concessions, Inc.

Region Park: R.M.R. Anywhere NP

PERIODIC FOOD SERVICE SANITATION RATING SCORES (Do not use Reinspection or Followup Inspections)	DATE
1. 79	1-1-82
2. 95	4-5-82
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

174 TOTAL

87 Average Periodic Rating Score (APRS) - (Total score divided by the number of comprehensive inspections). Transfer this APRS to the Concession Operational Performance Report (Form 10-629)

SAFETY AND OCCUPATIONAL HEALTH - STD. No. II

NOTE: **THE SAFETY AND OCCUPATIONAL HEALTH STANDARD (STANDARD NO. II) HAS BEEN REVISED AND RENAMED CONCESSIONS LOSS CONTROL PROGRAM. IT HAS BEEN PUBLISHED SEPARATELY IN CHAPTER 34 BUT, IS TO REMAIN AS A PART OF THE OPERATIONAL PERFORMANCE REVIEW.**

OPERATING STANDARDS FOR FOOD AND BEVERAGE SERVICE (INCLUDING EMPLOYEE OPERATION) - No. III

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2 (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard Element No. 4 (A)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. Exclude dining rooms from this section. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. Refer to General Standard, Element No. 11. (B)

12. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

13. Menus. Menus should be clean, attractive and be appropriate for the facility and services provided. A sufficient number of menus shall be avail able to accommodate the customers. The menu should provide a reasonable variety and sufficient number of moderatly priced items or entrees for the type of facility. Handwritten changes on the menu are to be kept to a minimum and are only acceptable if the corrections are neatly made. Menu boards for cafeterias and snackbars should be posted and arranged so that they are easily seen. However, in cafeteria operations in lieu of a menu board, individual prices may be provided at the various stations (salad, dessert, beverage, hot food, etc.). Reduced portions and appropriately priced food items should be provided for children where complete meal service is offered. (B)

14. Authorized Rates. Refer to General Standard Element No. 13. (A)

E. FOOD AND BEVERAGE SERVICE

15. Food Availability. The items listed on the menu or menu board (for cafeterias and snackbars) should be available during the entire serving period. "Running Out" of certain food items may occur occasionally but should be kept at a minimum. Substitutions are to be comparable to the original item. (B)

16. Availability of Condiments. Where table service is utilized, condiments should either be located on the table or the usual condiments provided when the food is served. For cafeteria and snackbar operations, the condiments should be convenient and so located as not to impede the speed of service. The condiment area should be kept clean and replenished as necessary. (B)

17. Customer Attention. Where table service is provided, customers should be seated and provided a menu within a reasonable period of time upon entering the facility and be seated on a first come basis as much as possible

If reservations are accepted they are to be so scheduled, so that customers are seated at the time of their appointed reservation. High chairs or other suitable chair lifts for children shall be available and provided immediately when requested. (B)

18. Food Temperatures. Food should be served at appropriate temperatures. The evaluator should use reasonable judgment in determining this requirement. (B)

19. Food Prepared to Order. For table service operations, entrees which are customarily cooked to order, should be prepared in accordance with the diner's wishes. (B)

20. Merchandising. Foods should be attractively presented, free of discoloration and arranged on plates so that they are not intermingled. Garnish should be used as is customary and should be attractive and have a fresh appearance. Plate rims should be free of food, juices and drippings. Special attention should be given to attractively displaying food on cafeteria counters and counter tops should be appropriately decorated and clean. Glass fronts should be clean and free of condensation. (C)

21. Table Appearance. Tables should be properly set, linens and/or place mats clean and untorn. Tables should have salt, pepper, sugar, ash tray and napkins neatly and uniformally arranged. If table decorations are provided, they should have a fresh appearance and be neatly arranged. (B)

22. Tableware. Dishes, flatware and glasses are to be clean unspotted, free of discoloration, chips and cracks. (A)

23. Guest Checks. At table service restaurants, checks should be presented upon completion of the meal. They should clearly state the cost of each meal or item and be accurately totaled. Individual checks should be provided on request. (C)

24. Furniture Arrangement and Condition. Tables should be arranged so that diners are not crowded, have a feeling of privacy and can be seated without disturbing other guests. All furniture is to be clean and well maintained. Cardboard, napkins or other material used to stabilize tables and chairs is unacceptable. (C)

25. Floors, Walls, Ceilings and Windows(Dining Room). Floors and floor coverings must be clean, free of litter stains and be well maintained. Vinyl floor coverings must be reasonably polished, free of breaks, chips or worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be waxed or otherwise sealed. Carpeting must be clean and free of stains. Walls, ceilings and windows are to be clean and free of cracks, breaks and stains, and have a fresh appearance. (B)

26. Environment. Food and beverage seating areas are to be well ventilated, free of unpleasant odors, properly decorated and illuminated for the type of facility. (B)

27. Employee Meal Hours. Employees, while on duty, should be assigned periods to eat or take coffee breaks that do not interfere with serving the pubic. A specific location is to be designated for this purpose. (C)

F. BEVERAGES

28. Beverages. Serving of drinks and other beverages shall be in accordance with what has been approved by the Superintendent. (B)

29. Drink Presentation. The proper type of glass and garnishment (lemon, lime, celery stick, etc.), is to be used as is customary in the industry. (C)

30. Liquor Laws. All applicable Federal, State and county laws concerning liquor service shall be observed. (A)

31. Vending. Refer to General Standard Element No. 16. (B)

32. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-603

Form 10-603
(Rev. 6/82))

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Food and Beverage Service (Including Employee Operations)
Standard No. III

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date (s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ___
2.	Grounds (B) ___
3.	Public Signs (C) ___
4.	Garbage and Trash (A) ___
	B. FACILITY INTERIOR
5.	Public Restrooms (A) ___
6.	Public Signs (C) ___
7.	Public and Other Areas (B) ___
	C. OPERATIONAL
8.	Employee Performance (A) ___
9.	Employee Attitude (A) ___
10.	Employee Appearance (A) ___
11.	Operating Hours (B) ___
12.	Staffing (A) ___
	D. RATES
13.	Menus (B) ___
14.	Authorized Rates (A) ___
	E. FOOD & BEVERAGE SERVICE
15.	Food Availability (B) ___
16.	Availability of Condiments (B) ___
17.	Customer Attention (B) ___
18.	Food Temperatures (B) ___
19.	Food Prepared to Order (B) ___
20.	Merchandising (C) ___
21.	Table Appearance (B) ___
22.	Tableware (A) ___
	E. (CONT'D)
23.	Guest Checks (C) ___
24.	Furniture Arrangement & Cond. (C) ___
25.	Floors, Walls & Ceilings (B) ___
26.	Environment (B) ___
27.	Employee Meal Hours (C) ___
	F. BEVERAGE
28.	Beverages (B) ___
29.	Drink Presentation (C) ___
30.	Liquor Laws (A) ___
31.	Vending (B) ___
32.	Beverage Container Guidelines (B) ___

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR OVERNIGHT ACCOMMODATIONS - STD. NO. IV

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (A)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. This does not apply to specific lodging rooms. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Reservations and Deposit Refunds. Reservation cancellation and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled and be contained in appropriate advertising material, rate schedule and/or operative agreement as approved by the

Superintendent, and in conformance with Chapter 29. (B)

12. Identification of Area. Each lodging facility must have an adequate and easily identifiable area for registration and check-out purposes. (C)

13. Operating Hours. In addition to General Standard, Element No. 11, the following will apply. When closed, instructions are to be conspicuously posted, illuminated and provide information as to contacting the management and procedures to follow in event of emergencies. (B)

14. Staffing. Refer to General Standard, Element No. 12. (A)

15. Room Availability. Rooms shall be made available to guest within a reasonable period. Guests should not be required to wait in excess of 2 hours from the established check-out time for the facility and should never be later than 4:00 p.m. If space permits, security shall be provided for visitors' luggage until their rooms become available. (B)

16. Informational Material. The registration area shall have general park and concession information available such as operating hours for park and concessioner services and activities. (C)

D. RATES

17. Authorized Rates. Refer to General Standard, Element No. 13. (A)

18. Posting of Rates. In addition to General Standard, Element No. 14, the following will apply. Rates will be posted in individual rooms or be conspicuously posted at the registration area. (B)

E. ROOM HOUSEKEEPING AND SERVICES PROVIDED

19. Room Organization. Rooms must contain adequate space for guests to move about comfortably, yet

not contain unnecessary furniture or oversized furniture that result in a congested appearance.

Furniture should be so placed as not to impede free movement within the room and result in a well organized unit. (C)

20. Furniture and Furnishings. Each guest room is to be adequately furnished and equipped with accessories to meet visitor needs. This includes a sufficient number of chairs, tables, waste basket(s), ash tray(s), coat hangers and luggage racks. All furniture and accessories are to be clean, free of dust and stains and in good condition. All room elements should be color coordinated. (B)

21. Window Coverings. All window coverings including draperies, blinds and shades, must be cleanable and designed to provide for the guests' privacy. Such coverings must effectively shut out annoying light from outside sources. (B)

22. Floor, Walls, Ceilings and Windows. Floors and floor coverings must be clean, untorn, free of litter, stains and in good repair. Vinyl floor coverings must be highly polished, free of cracks, chips or otherwise worn, masonry tile grouting must be in good repair and clean; wood floors are to be polished or otherwise sealed. Area rugs must be treated to prevent slippage. Walls, ceilings and windows must be clean, free of defects such as cracks, breaks, torn coverings, stains, etc. (B)

23. Bedding. Each bed must be made-up with two sheets, one mattress pad, pillow(s) and pillow case(s), blanket and bedspread. All bedding must be clean, untorn and free of stains, and of the proper size for the mattress. Depending on location and climatic conditions, a second blanket for each bed should be available, preferably in the room but at a minimum, obtainable at the registration desk. (A)

24. Bed Condition. Mattresses are to be clean, ordorless, non-sagging, free of lumps and protruding tufts, and sized to fit the bed frame or springs. Springs are to be non- protruding, quiet and

unbroken. Frames are to be dust free and in good repair. (A)

25. Illumination. Sufficient lamps must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided and the bulbs be at least 75 watts. However, the bulb wattage is not to exceed the specification printed on the specific light fixture. (C)

26. Environment. Guest rooms are to be well ventilated, odorless, and free of insects and rodents or evidence thereof. Doors and windows including screens are to be sufficiently tight to preclude the entry of rodents and insects. (B)

27. Security. All doors and windows accessible to the room must have adequate, operable locking devices and changed as necessary to preclude key duplication and theft problems. Doors must have a double locking system from the inside. Entry doorways must be sufficiently illuminated to allow easy access. (A)

28. Utilities and Appliances. Heaters, air conditioners and other appliances (stoves, refrigerators, cooking and eating utensils, etc.) must be in good condition, operable, adequate, clean and reasonably quiet and available as required by the Superintendent. (B)

29. Vending. Refer to General Standard, Element No. 16. (B)

30. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

F. BATHROOM

31. Linen. Quality, clean linens, in good condition, shall be provided in each bathroom. There shall be one large bath size towel, one hand towel and one face cloth per person. Each bathroom shall also have one bath mat of adequate size. In the event baths are used in common (one bath shared by several rooms), linens are to be placed in the guest room. (A)

one face cloth per person. Each bathroom shall also have one bath mat of adequate size. In the event baths are used in common (one bath shared by several rooms), linens are to be placed in the guest room. (A)

32. Soap. There shall be at least one individually wrapped soap bar per person. In the event bathrooms are used in common (one bath shared by several rooms), the requirement remains the same and supplies shall be placed in the guest room. (B)

33. Toilet and Facial Tissue. Toilet and facial tissue must be of good quality and conveniently located. One roll or package of toilet tissue must be held in reserve and conveniently located. Facial tissue shall be provided in each unit bathroom. Toilet facilities used in common with a number of rooms must have a supply of toilet tissue in reserve and be conveniently located. (B)

34. Drinking Containers. For each person there must be one sanitized, wrapped drinking glass or single service cup. Where single service cups are used, they must be stored in a clean, properly sized enclosed dispenser that is designed for that purpose, if not wrapped. When ice is available, then each room is to contain a clean ice bucket. (B)

35. Wastebaskets. Each bathroom shall contain one clean wastebasket that is in good repair. (C)

36. Shower Enclosures. Shower or tub curtains must be untorn, clean and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures (hinged and slidding doors), must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding-door tracks must be clean and in good repair. (B)

37. Tub/Shower. Showers and bath tubs shall be clean, unspotted, reasonably free of stains, inside and out, and in good condition. Tubs and showers must be equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are tightly secured, clean and free of mildew and untorn. (A)

38. Fixtures. Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., shall be clean, unpitted and free of cracks. (A)

39. Environment. Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceiling, doors, and windows, are to be clean and mildew free. (A)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-604

Form 10-604
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Overnight Accommodations)
Standard No. IV

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. (CONT'D)		E. (CONT'D)
1.	Structure Condition (B) ___	14.	Staffing (A) ___	26.	Environment (B) ___
2.	Grounds (B) ___	15.	Room Availability (B) ___	27.	Security (A) ___
3.	Public Signs (C) ___	16.	Informational Material (C) ___	28.	Utilities & Appliances (B) ___
4.	Garbage and Trash (A) ___		D. RATES	29.	Vending (C) ___
	B. FACILITY INTERIOR	17.	Authorized Rates (A) ___	30.	Beverage Container Guidelines (B) ___
5.	Public Restrooms (A) ___	18.	Posting of Rates (B) ___		F. BATHROOM
6.	Public Signs (C) ___		ROOM HOUSEKEEPING AND	31.	Linen (A) ___
7.	Public & Other Areas (B) ___		E. SERVICES PROVIDED	32.	Soap (B) ___
	C. OPERATIONAL	19.	Room Organization (C) ___	33.	Toilet & Facial Tissue (B) ___
8.	Employee Performance (A) ___	20.	Furniture & Furnishings (B) ___	34.	Drinking Containers (B) ___
9.	Employee Attitude (A) ___	21.	Window Coverings (B) ___	35.	Wastebaskets (C) ___
10.	Employee Appearance (A) ___	22.	Floors, Walls, Ceilings & Windows (B) ___	36.	Shower Enclosures (B) ___
11.	Reservation & Deposit Refunds (B) ___	23.	Bedding (A) ___	37.	Tub/Shower (A) ___
12.	Identification of Area (C) ___	24.	Bed Condition (A) ___	38.	Fixtures (A) ___
13.	Operating Hours (B) ___	25.	Illumination (B) ___	39.	Environment (A) ___

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR MERCHANDISING OPERATIONS - NO. V

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Display/Sales and Other Areas. In addition to General Standard, Element No. 7, the following shall apply. Display areas and aisles shall not be cluttered or crowded. Shelving and other display fixtures may be rustic, if appropriate but must be of high quality, good taste and appearance, and be suitably finished as to be easily cleaned and maintained. Professionally manufactured display equipment is recommended. Hanging or displaying of a variety of merchandise from rafters, ceilings ropes, chains, over windows, in doorways or in the aisles, etc., is not acceptable, unless normally hung that way in ordinary use. Overall, the shops shall have an uncluttered appearance. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. Refer to General Standard, Element No. 11. (B)

12. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

13. Authorized Rates and Labeling. In addition to General Standard, Elements No. 13 & 14, the following shall apply. All merchandise must be properly tagged as to selling price. Use of stickers, grease pencils, or stringed price tags are acceptable. Identical items may be marked by display area, rather than on each item. Pricing labels however, shall not conceal point of origin (if foreign made) or other identification. *Merchandise fabricated from animal skins must be labeled to indicate that skins were obtained from legally authorized sources and are not from threatened and/or endangered species. The manufacturer of such merchandise must certify in writing to the concessioner that their products meet these requirements.* Articles sold as genuine Indian/Eskimo handcraft shall be so labeled. Such items can be identified by display provided the display is exclusively native handcraft. The authenticity of each item shall be clearly stated, so as to distinguish from commercial or machine-made Indian/Eskimo merchandise. Intermingling of other items of different origin is not permissible. Such handcraft items shall be physically separated from manufactured fascimiles, from novelty items, from foreign imports, etc., to reduce purchaser confusion. Handcraft merchandise shall be clearly visible to attract visitors and promote sales. Additionally, producers or associations of producers of genuine handcraft articles must certify in writing to the concessioner that their products are produced according to production standards outlined in the Handcraft and Merchandise policy. (See Chapter 28) (A)

14. Sales Verification. Refer to General Standard, Element No. 15. OC)

E. MERCHANDISE

15. Authentic United States Handcrafts and Indian/Eskimo Handcraft. Such merchandise shall be checked to see if it is given preferred treatment in the selection, display, and sales promotion and meets the following production standards. (A)

    a. Is predominately handmade

    b. Is predominately individually produced under conditions not resembling an assembly line of the factory system; and

    c. Is produced by using only such devices or machines that allow the manual skill of the maker or makers to condition the overall shape and design of each individual product.

16. Other Preferred Merchandise. Articles or items associated with or in interpretive of the area or geographical regions in which the concession shop is located. (B)

17. Other Acceptable Merchandise. The sales of these items is permitted under the following conditions: (B)

    a. Commercially or machine manufactured Indian type merchandise, including articles which copy in design handmade jewelry and craft items, which must be labeled individually or collectively.

    b. Foreign imports must be properly labeled to indicate the origin of manufacture. They should not, however, be handled in such quantity as to exclude other merchandise.

    c. Natural merchandise symbolic or representative of those found in the area but not originating in National Park Service areas must be labeled and identified so as to indicate their origin. Plant materials or other natural materials originating in National Park Service areas cannot be sold.

d. Animal skins, fabricated into such items as leather gloves, skirts, or jackets, mukluks, etc., may be sold provided they are * obtained from legally authorized sources and are not from threatened and/or endangered species.*

e. Souvenir or novelty articles which identify the park by simple area, name, decal or by picture of the area or popular feature, such as pennants, sweatshirts, T-shirts, linens, etc.

* f. Outdated merchandise such as film and other items where spoilage is not a problem may be sold at a discount rate provided that it is properly labelled as being outdated, and is displayed separately from merchandise which has not exceeded the manufacturers "Do not sell after" date.*

18. Unacceptable Merchandise. Souvenirs or other merchandise may be sold with the exception of the following: (A)

a. All articles which persons of normal sensitivity might consider obscene, sexually oriented, suggestive, indecent, blasphemous, profane, vulgar, or in ridicule of established institutions, persons or customs. Also, merchandise that is harmful or hazardous.

b. Archeological specimens or objects of American Indian origin, such as pottery or arrowheads more than 100 years old, regardless of the place of origin.

c. Plant materials or natural plants and animals and products therefrom, including animal skins, taxidermal specimens, imported and domestic skins or parts of animals, etc., except as per-permitted in 17(d) above.

d. Merchandise * which is subject to spoilage and has * exceeded the producer's specific "Do not sell after" date.

F. OTHER

19. Vending. Refer to General Standard, Element No. 16. (B)

20. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-605

Form 10-605
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Merchandising Operations)
Standard No. V

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. OPERATIONAL		E. MERCHANDISE
1.	Structure Condition (B) ___	8.	Employee Performance (A) ___	15.	Genuine Native & American Indian Handcraft (A) ___
2.	Grounds (B) ___	9.	Employee Attitude (A) ___	16.	Other Preferred Merchandise (B) ___
3.	Public Signs (C) ___	10.	Employee Appearance (A) ___	17.	Other Acceptable Merchandise (B) ___
4.	Garbage and Trash (B) ___	11.	Operating Hours (B) ___	18.	Unacceptable Merchandise (A) ___
	B. FACILITY INTERIOR	12.	Staffing (A) ___		F. OTHER
5.	Public Restrooms (A) ___		D. RATES	19.	Vending (B) ___
6.	Public Signs (C) ___	13.	Auth. Rates & Labeling (A) ___	20.	Beverage Container Guidelines (B) ___
7.	Display/Sales & Other Areas (B) ___	14.	Sales Verification (C) ___		

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR AUTOMOBILE SERVICE STATIONS - NO. VI

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. In addition to General Standard, Element No. 2, the following shall apply. Oil and gas spills are to be cleaned immediately. Waste receptacles must be conveniently located at the gas pumps and be well maintained and emptied as needed. If curbs are painted they shall be repainted as necessary to be maintained in a satisfactory condition. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No. 5. (A)

5. Public Signs. Refer to General Standard, Element No. 6. (C)

6. Public and Other Areas. In addition to General Standard, Element No. 7, all tools, auto lifts compressors and other equipment shall be clean and well maintained. (B)

C. OPERATIONAL

7. Employee Performance. Refer to General Standard, Element No. 8. (A)

8. Employee Attitude. Refer to General Standard, Element No. 9. (A)

9. Employee Appearance. Refer to General Standard, Element No. 10. (A)

10. Operating Hours. Refer to General Standard, Element No. 11. (B)

11. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

12. Authorized Rates. In addition to General Standard, Element No. 13, gasoline pumps must have evidence of having been calibrated by an appropriate regulatory authority. (A)

13. Posting of Rates. Refer to General Standard, Element No. 14. (B)

E. AUTOMOBILE MAINTENANCE

14. Preventative Car Care. Except for self-service gasoline sales, each vehicle sold gasoline must have its windshield cleaned, the attendant must offer to check the oil and battery fluid levels, and upon request, tire pressure, radiator water and/or coolant, automatic transmission fluid levels and other checking services are to be performed. Attendant should be alert and tell the customer when tires appear to be low, headlights are burned out or other items noticed that the customer should be aware of. (B)

15. Required Supplies. Automotive supplies should be available that are customary for the industry such as fuses, headlamps, flares, approved loaner gas cans, oil, battery fluid, radiator water and/ or coolant, transmission fluid, pressurized air, radiator hoses, fan belts, etc. If these supplies are not immediately available, then the concessioner should assist the visitor in obtaining them. (B)

F. SERVICE

16. Informational Material. The service station should have general information material available. Park maps (as available) as well as state road maps as appropriate, must be available. (C)

17. Products Sold (GAS). Each service station must have available leaded and unleaded gasoline. (A)

18. Vending. Refer To General Standard, Element No. 16. (B)

19. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-606

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Automobile Service Stations)
Standard No. VI

Form 10-606
(Rev. 6/82)

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. OPERATIONAL		E. AUTOMOBILE MAINTENANCE
1.	Structure Condition (B) ____	7.	Employee Performance (A) ____	14.	Preventative Car Care (B) ____
2.	Grounds (B) ____	8.	Employee Attitude (A) ____	15.	Required Supplies (B) ____
3.	Public Signs (C) ____	9.	Employee Appearance (A) ____		
		10.	Operating Hours (B) ____		F. SERVICE
	B. FACILITY INTERIOR	11.	Staffing (A) ____	16.	Informational Material (C) ____
4.	Public Restrooms (A) ____		D. RATES	17.	Products Sold (Gas) (A) ____
5.	Public Signs (C) ____	12.	Authorized Rates (A) ____	18.	Vending (B) ____
6.	Public & Other Areas (B) ____	13.	Posting of Rates (B) ____	19.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR TRANSPORTATION SYSTEMS - NO. VII

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. In addition to General Standard, Element No. 11, the concessioner is to abide by approved operating schedules that include, (1) depature times, (2) stops, (3) arrival times; and (4) designated routes. (B)

12. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

13. Authorized Rates. Refer to General Standard, Element No. 13. (A)

14. Posting of Rates. Refer to General Standard, Element No. 14. (B)

E. VEHICLES AND VESSELS

15. Maintenance. Vehicles must have an overall well maintained and clean appearance. Interior and exterior must be in good physical condition. Vehicles must be reasonably free of rust, chipped or discolored paint. Preventive maintenance must be performed on each vehicle or vessel on a regularly scheduled basis. (B)

16. Regulations. All applicable regulations related to the operation of vehicles and vessels must be followed, i.e., ICC, Coast Guard, CFR Title 36, Parts 3 and 4. (A)

17. Interpretation. Employees that are providing interpretive service in conjunction with transportation must be sufficiently trained to interpret attractions, comment on resources of the area and be knowledgeable of area regulations. Interpretation must be accurate, pertinent and complete. Concessioner should consult with park staff in developing training (see NPS, Chapter 2, Item 19 of Interpretation and Visitor Services Guidelines). (B)

F. OTHER

18. Beverage Container Program. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-607

Form 10-607
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Transportation Systems)
Standard No. VII

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. OPERATIONAL		E. VEHICLES & VESSELS
1.	Structure Condition (B) ____	8.	Employee Performance (A) ____	15.	Maintenance (B) ____
2.	Grounds (B) ____	9.	Employee Attitude (A) ____	16.	Regulations (A) ____
3.	Public Signs (C) ____	10.	Employee Appearance (A) ____	17.	Interpretation (B) ____
4.	Garbage and Trash (B) ____	11.	Operating Hours (B) ____		F. OTHER
	B. FACILITY INTERIOR	12.	Staffing (A) ____	18.	Beverage Container Program (B) ____
5.	Public Restrooms (A) ____		D. RATES		
6.	Public Signs (C) ____	13.	Authorized Rates (A) ____		
7.	Public and Other Areas (B) ____	14.	Posting of Rates (B) ____		

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR MARINA FACILITIES
STD. NO. VIII

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1 (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No. 5. (A)

5. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

6. Employee Performance. In addition to General Standard, Element No. 8, concessioner employees working around fuel docks should demonstrate knowledge of handling emergency equipment and procedures for oil or fuel spills. (A)

7. Employee Attitude. Refer to General Standard, Element No. 9. (A)

8. Employee Appearance. Refer to General Standard, Element No. 10. (A)

9. Operating Hours. Refer to General Standard, Element No. 11. (B)

10. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

11. Authorized Rates. In addition to General Standard, Element No. 13, all space renters are to be given 30 days notice after a rate increase approval before new rates are made effective. (A)

12. Posting of Rates. Refer to General Standard, Element No. 14. (B)

13. Sales Verification. Refer to General Standard, Element No. 15. (C)

14. Reservation Deposit and Refund Policy. Reservations, cancellations and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled and be contained in appropriate advertising material, rate schedule and/or operating agreement as approved by the superintendent and in conformance with NPS-48, Chapter 29. (B)

E. SLIP RENTALS

15. Rental Registers. Separate up to date registers shall be kept for short-term and long-term renters of slips, moorings and dry boat storage spaces. These registers shall be available for examination by authorized representatives of the Government. The registers shall include those items specified by the superintendent and may include the name of visitor, date of rental period, registration number of boat (state and local), description of the boat and space number assigned. (B)

16. Order of Rental. The concessioner shall maintain a waiting list on a first-come, first served basis for the rental of buoys, slips, and dry boat storage spaces. (A)

17. Rental Agreements. Written rental agreements, conforming to applicable legal requirements, shall be executed for each slip rental. The rental form must be approved by the superintendent prior to adoption or use. (A)

18. Authorized Types of Rentals. The concessioner will not rent slips or moorings that are used or reserved by any persons for purposes of promotional display or sale of boats or boat accessories. (A)

F. DOCK OPERATIONS

19. Identification. Each slip and mooring must be numbered uniformly and be clearly marked by a number permanently installed. Marking of rental buoys must conform to applicable uniform state waterway marking systems. (B)

20. Dock and Ramp Maintenance. The dock surface, flotation and ramps must be in good repair, properly positioned and secured. Docks must be sturdy, free of large cracks, uneven or broken planks, etc. Railings, where required, are to be in good repair and sturdy enough to support visitor use. (A)

21. Dock Accessories. Cleats are to be properly placed and secured for use at each slip area. There shall be no loose

or missing cleats. If required, bumper material must be available and in good condition. Other accessory items required in the contract/permit or operating plan or rate schedule must be available and well-maintained. (B)

22. Courtesy Docks. Unless otherwise provided for in the authorized rate schedule, space on courtesy docks shall not be rented. They must be conveniently located to the entire operation and equipped with adequate, well-maintained cleats and access ladders. The concessioner will ensure that use of such docks will not exceed the time limits specified in the contract/permit or operating plan. (A)

23. Dock Carts. If required, dock carts must be in good condition and in reasonable quantity to handle normal peak season demands. (C)

24. Boat Sewage Pump Out. Sewage pump out stations, if required must be available, clean, well-maintained and emptied on a regular basis. (B)

25. Storage Lockers. Storage lockers, if provided must have adequate ventilation, be kept clean, painted, be of sturdy construction, uniform in size and not exceed maximum size as determined by the superintendent. (C)

26. Transportation. If transportation services are provided in conjunction with dry boat storage operations, vehicles used to transport visitors must be clean, well-maintained and safe. (B)

G. SAFETY

27. Fuel Dock. Fuel docks, if provided, must be kept clean and free of debris. Safety equipment required by the contract/permit, operating plan or as outlined in the NFPA standards is available and well-maintained. The concessioner shall have a documented written procedure for handling oil or fuel spills and any fuel spills shall be promptly reported to local NPS personnel as required by regulation. (A)

28. Utility Lines. If utilities are provided, all utility lines and connections are maintained in good operable condition. (A)

29. Security and Lighting. There shall be adequate outside lighting throughout the marina complex for the ramps, docks, slips and other public areas for night time operations. After scheduled hours, lighting is to be reduced to only

provide security in the marina complex. The slip rental area of the marina should have locked, controlled security and only be accessible by from land by slip renters. Dry boat storage areas are to be properly secured as approved by the superintendent. Security personnel shall be provided as required to protect visitor and concessioner property. (B)

H. OTHER

30. Public Signs. In addition to General Standard, Element No. 3, No Smoking signs and fueling regulations must be conspicuously located around refueling areas and the concessioner will post emergency telephone numbers around fuel dock areas. (B)

31. Vending. Refer to General Standard, Element No. 16. (B)

32. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Form 10-808
(9/87)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Marina Facilities
Standard No. VIII

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ___
2.	Grounds (B) ___
3.	Garbage and Trash (B) ___
	B. FACILITY INTERIOR
4.	Public Restrooms (A) ___
5.	Public and Other Areas (B) ___
	C. OPERATIONAL
6.	Employee Performance (A) ___
7.	Employee Attitude (A) ___
8.	Employee Appearance (A) ___
9.	Operating Hours (B) ___
10.	Staffing (A) ___
	D. RATES
11.	Authorized Rates (A) ___
12.	Posting of Rates (B) ___
13.	Sales Verification (C) ___
14.	Reservation Deposit and Refund Policy (B) ___
	E. SLIP RENTALS
15.	Rental Registers (B) ___
16.	Order of Rental (A) ___
17.	Rental Agreements (A) ___
18.	Authorized Types of Rentals (A) ___
	F. DOCK OPERATIONS
19.	Identification (B) ___
20.	Dock and Ramp Maintenance (A) ___
21.	Dock Accessories (B) ___
	F. (CONT'D)
22.	Courtesy Docks (A) ___
23.	Dock Carts (C) ___
24.	Boat Sewage Pump Out (B) ___
25.	Storage Lockers (C) ___
26.	Transportation (B) ___
	G. SAFETY
27.	Fuel Dock (A) ___
28.	Utility Lines (A) ___
29.	Security and Lighting (B) ___
	H. OTHER
30.	Public Signs (B) ___
31.	Vending (B) ___
32.	Beverage Container Guidelines (B) ___

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					( ) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					( ) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR HORSE AND MULE OPERATIONS - IX

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. In addition to the General Standard, Element No. 2, pay particular attention to the presence and condition of hosebib vacuum breakers (anti-siphoning devices). The grounds near public access food or overnight accommodation areas or as may be designated in the operating plan, shall be cleared of manure daily and the manure removed from the area at least a minimum of once a week. Other areas, not designated above shall be cleared of manure according to the schedule in the contract/ permit or operating plan. The concessioner shall maintain areas around water troughs to prevent excess erosion or build up of mud and/or water and will move stock to dry corrals if necessary. Water troughs will be cleaned to prevent the build-up of mold, algae and debris. (B)

3. Garbage and Trash. Refer to General Standard, Element No. 3. (A)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No.4. (A)

5. Public and Other Areas. In addition to General Standard, Element No. 5, non-public areas such as tackrooms, barns, storerooms, ticket booths, etc., shall be maintained in such a manner as to be hazard free. Adequate maintenance shall be performed on the walls, ceilings and floors to prevent deterioration of the structure. Doors and windows shall be intact and fully functional. Floors shall be sufficiently clean to avoid a tripping or slipping hazard to employees working there. Trash shall not accumulate. All applicable fire safety guidelines (NFPA) will be followed. Hazardous conditions such as broken glass, exposed wiring, precipitously stacked objects will be eliminated. (B)

C. OPERATIONAL

6. Employee Training. The skill and competency levels of each wrangler, guide, etc., is commensurate with the services they are responsible for. Active introductory

training and orientation programs for new and experienced employees shall be conducted on an ongoing basis for the development and/or advancement of the necessary skills and techniques for the job. These sessions shall stress work performance, safety and first aid, employee attitudes, and knowledge of park resources, rules and regulations. All wranglers shall be sufficiently trained to describe attractions, comment on resources of the area and be knowledgeable of area regulations and in the purposes of the park in which they are riding. The concessioner's personnel (wranglers, guides, etc.) must meet the qualification requirements, including first aid, stock handling and park regulations, as established in the contract/permit or operating plan. (A)

7. Employee Attitude. Refer to General Standard, Element No. 7. (A)

8. Employee Appearance. Refer to General Standard, Element No. 8. (A)

9. Operating Hours. Refer to General Standard, Element No. 9. (B)

10. Staffing. Refer to General Standard, Element No. 10. (A)

D. RATES

11. Authorized Rates. Refer to General Standard, Element No. 11. (A)

12. Posting of Rates. Refer to General Standard, Element No. 12. (B)

13. Reservation and Deposit Refunds. Reservation, cancellation and deposit refund policies shall be reasonable, efficiently handled and be approved by the Superintendent. (B)

E. STOCK CARE

14. Treatment of Stock. Stock must be properly cared for to assure good feeding and stable and shelter conditions. A timetable for cleaning stables and shelters and changing bedding must be adhered to, as established in the contract/permit or operating plan. Stock must be fed daily. Hay pellets and grain/corn is to be stored in covered, rodent-proof containers, but bales of hay may be stored in the open. Stock must be treated properly by the staff and visitors. Cruelty will not be condoned. Shoes must be inspected frequently to ensure that the stock is properly shod and the hoof is in good condition. Stock may not be used when they have sores or are sick or are not otherwise ready for riding. (A)

15. Stock Examination. All stock should be examined by a licensed veterinarian each year prior to the start of operations, if required by state and/or county law; not only stock stabled in the park year round but all stock brought into the park for commercial use. Stock must meet state/county regulations concerning immunizations, including Equine Infectious Anemia. Such examinations and testing reports, if required, are to be documented. (A)

16. Quantity of Stock. Sufficient stock shall be available as advertised and approved. (B)

17. Quality of Stock. Cleaning and trimming requirements must be adhered to, as established in the contract/permit or operating plan. Stock must be available to accommodate the inexperienced rider and operators should know their stock to determine the practicality of sound, but spirited horses for knowledgeable riders. All stock must be capable of safely handling the types of terrain and obstacles to be encountered, including water crossings, bridges, logs and bushes, uphill and downhill climbing, altitude and climate. A timetable for establishing stock familiarity with terrain must be adhered to, as established in the contract/permit or operating plan. (A)

F. EQUIPMENT

18. Tack Condition. Saddle bags, blankets, bridle and other equipment used by the visitor while riding shall be in good and safe condition, clean and well maintained. All equipment shall be periodically inspected to ensure adherence to this standard; any defective equipment shall be immediately repaired, removed or replaced. (A)

19. Adequacy. All equipment supplied by the concessioner shall be of the type and quantity suitable to the guiding situations experienced within each respective park area. All other equipment needed will be adhered to, as established in the contract/permit or operational plan. (B)

G. SAFETY

20. First Aid Kit. The availability and type of first aid equipment, if required by the contract/permit or operating plan, including snakebite kits, shall be provided. (A)

21. Communication Equipment. Two-way radio or other communication devises, if required by the contract/permit or operating plan shall be provided. (A)

H. SERVICES

22. Trail Operation. Client/guide ratios, including any party size limitations, as advertised by the concessioner shall be adhered to, as specified in the contract/permit or operating plan. Guides shall position riders where best suited, with emphasis placed on the safety of inexperienced riders. The reins must be tied together instead of hanging separately, except where the Superintendent determines otherwise and where local customs dictate the use of split reins. (B)

23. Food Services. All food provided by the concessioner on the ride shall consist of sufficient quantity and good quality to sustain visitors for the duration of the trip. Sanitary food and water handling, and storage practices must be utilized to prevent food borne illnesses. (A)

I. INTERPRETATION/ORIENTATION

24. Visitor Safety Orientation. The wrangler must brief all riders on the proper and safe procedures such as how to control the horse prior to mounting, and inform the riders how and when to dismount and how to pass the word for help (rider by rider) to the wrangler. Wranglers shall inform visitors of the nature and/or demands of the trip, including but not limited to route, time frame, hazards to be encountered, restroom facilities, water and procedures for removing excess clothing and for taking pictures. The wrangler should be available to aid the riders in mounting and assist the riders on securing carry-on articles, including raincoats. (A)

25. Pre and Post Trip Activities. As required by the operating plan, prior to the ride, an interpretive session which includes introducing wranglers and their company, welcoming park and identifying the park as part of the National Park System may be conducted. The interpretive session should highlight the scenic, geologic, historic, cultural and wildlife resources that might be observed on the trip. After the ride, a summary session may be held, reiterating the specific features that were seen on the trip, asking visitors for further comments or questions and thanking them for their participation on behalf of the concessioner and the National Park Service. (B)

26. Program Content. Information presented on a guided ride must be accurate, complete, appropriate to the audience, organized logically and be related to park themes. Concessioners should consult with park's staff in developing programs (refer to NPS 6, Interpretation and Visitor Services Guidelines, Chapter 7). (B)

27. Program Delivery. Wranglers shall demonstrate their ability to speak clearly, possess good eye contact with the visitor during pre and post trip activities, project good voice volume, and stimulate questions and/or comments from visitors. (B)

J. OTHER

28. Public Signs. Refer to General Standard, Element No. 14. (C)

29. Vending Machines. Refer to General Standard, Element No. 15. (B)

30. Beverage Container Guidelines. Refer to General Standard, Element No. 16. (B)

Form 10-[illegible]
(Rev. 1/86)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

PERIODIC CONCESSION EVALUATION REPORT

(Horse and Mule Operations)

Standard No. IX

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) _____
2.	Grounds (B) _____
3.	Garbage and Trash (A) _____
	B. FACILITY INTERIOR
4.	Public Restrooms (A) _____
5.	Public and Other Areas (B) _____
	C. OPERATIONAL
6.	Employee Training (A) _____
7.	Employee Attitude (A) _____
8.	Employee Appearance (A) _____
9.	Operating Hours (B) _____
10.	Staffing (A) _____
	D. RATES
11.	Authorized Rates (A) _____
12.	Posting of Rates (B) _____
13.	Reservation & Refund Policy (B) _____
	E. STOCK CARE
14	Treatment of Stock (A) _____
15.	Stock Examination (A) _____
16.	Quantity of Stock (B) _____
17.	Quality of Stock (A) _____
	F. EQUIPMENT
18.	Tack Condition (A) _____
19.	Adequacy (B) _____
	G. SAFETY
20.	First Aid Kit (A) _____
21.	Communication Equipment (A) _____
	H. SERVICES
22.	Trail Operation (B) _____
23.	Food Services (A) _____
	I. INTERPRETATION/ORIENTATION
24.	Visitor Safety Orientation (A) _____
25.	Pre and Post Trip Activities (B) _____
26.	Program Content (B) _____
27.	Program Delivery (B) _____
	J. OTHER
28.	Public Signs (C) _____
29.	Vending Machines (B) _____
30.	Beverage Container Guidelines (B) _____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR SKI TOWS AND LIFTS - NO. X

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. In addition to General Standard, Element No. 3, the following also applies. Public information signs related to ski lift, tramway or tow operations including advance information signs alerting skiers as to the direction of and the type of slope, i.e., intermediate, etc., must be properly located where they can be easily read by all persons using the facilities, and must be consistent and equivalent with American National Standards Institute Safety Requirements for Aerial Passenger Tramway (ANSI-B77.1 standards (2.1.12)). (B)

4. Ski Storage. Adequate facilities for ski and pole lean-tos are to be provided near warm-up shacks and service areas. (B)

5. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

6. Boundaries. The boundaries for all ski runs must be clearly marked and identified. (B)

B. FACILITY INTERIOR

7. Public Restrooms. Refer to General Standard, Element No. 5. (A)

8. Public Signs. Refer to General Standard, Element No.6. (C)

9. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

10. Employee Performance. In addition to General Standard, Element No. 8, the concessioner's employees shall be knowledgeable of the ANSI B-77.1 standards (3.2.3). The lift operators and lift attendants must possess a current first aid card or equivalent. The lift operators and attendants must always stay in the immediate vicinity (within 10 feet) of their assigned posts while the lift or tow is in passenger operation. The operators and attendants must be diligent in performing their tasks and address their complete concentration to their tasks while the lift or tow is in operation. The attendant must assure that the skiers are being properly situated on the lift apparatus. (A)

11. Employee Attitude. Refer to General Standard, Element No. 9. (A)

12. Employee Appearance. Refer to General Standard, Element No. 10. (A)

13. Operating Hours. Refer to General Standard, Element No. 11. (B)

14. Staffing. In addition to General Standard, Element No. 12, lift operators and lift attendants shall be so scheduled so that their positions are always covered during operations. (A)

D. RATES

15. Authorized Rates. Refer to General Standard, Element No. 13. (A)

16. Posting of Rates. Refer to General Standard, Element No. 14. (B)

17. Sales Verification. Refer to General Standard, Element No. 15. (C)

E. TOW AND LIFT OPERATIONS

18. Evaluations and Maintenance. The facility shall be examined visibly and audibly daily by the concessioner, to determine that the structures, equipment tension and drive terminals, line towers, cable clearances and other lift line conditions are safe. Also, on a daily basis, the concessioner is to evaluate the safety circuits, communication system, automatic brakes, backstops, and manual brakes prior to opening the operation to skiers. These evaluations are to be in accordance with ANSI B-77.1 (3.3). Additionally, the concessioner shall maintain a daily operational log and a maintenance log to record maintenance work completed. (A)

19. Plans and Standards. The concessioner shall retain in file at least one copy of the American National Standards for Aerial Passenger Tramways (ANSI B-77.1), as well as a copy of the concessioner's Safety and Operational Plan, a copy of the concessioner's Avalanche Rescue Plan, Lift Evaluation Plan, and Structural Fire Plan. These standards must also be known by all those employees responsible for these areas and used as their basic standards. (B)

20. Ski Instructions. Ski instructions shall be performed during the authorized and posted hours and all levels of ski instruction (i.e., beginner, intermediate, advanced and expert) shall be taught provided the appropriate ski runs are available. Ski instructors will be properly certified and shall be tested for competence and knowledge of the standards as well as thoroughly knowledgeable in and properly certified in first aid. (A)

21. Ski Patrol. The ski patrol shall be adequately staffed to cover all ski runs. The ski patrol shall be certified and shall be tested by the concessioner for competence. The ski patrol shall be thoroughly knowledgeable and properly certified in first aid, first aid equipment and rescue operations. The ski patrol should carry radios to expedite first aid and rescue operations. (A)

22. Slope and Lift Maintenance. The ski slopes shall be marked for dangerous obstructions, degree of difficulty and shall be free of debris. Closed slopes and/or areas of slopes closed shall be marked and shown on maps at the lift areas. The slopes shall be checked daily for safety and grooming. The lift areas shall be well maintained and the waiting line shall be regulated. The lift and tow line speed and capacity shall comply with or be equivalent to ANSI B-77.1 (2.1.5). (A)

23. Equipment Maintenance. All tools, lift chairs, T-bars, tramcars and other equipment shall be clean and well-maintained. All towers and other equipment shall be properly protected or guarded to prevent injury. (B)

24. Equipment Rental. Rental skis, bindings, boots and poles shall be operational and well-maintained. (B)

25. First Aid Shelter. The equipment (i.e., communications, first aid, toboggans, rescue/avalanche) shall be adequate and maintained in an orderly manner. (A)

26. Auxiliary Power. All ski lifts and tramsways shall be equipped with a standby auxiliary power source which can be used to unload the line in the event of failure of the primary power source. The auxiliary power unit shall not, however, be used until the ANSI B-77.1 standards (2.2.1.2) or equivalent are complied with. (A)

27. Vending. Refer to General Standard, Element No. 16. (B)

28. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-610

Form 10-610
Rev.6/82

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Ski Tows and Lifts)
Standard No. X

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ____
2.	Grounds (B) ____
3.	Public Signs (B) ____
4.	Ski Storage (B) ____
5.	Garbage and Trash (B) ____
6.	Boundaries (B) ____
	B. FACILITY INTERIOR
7.	Public Restrooms (A) ____
8.	Public Signs (C) ____
9.	Public & Other Areas (B) ____
	C. OPERATIONAL
10.	Employee Performance (A) ____
11.	Employee Attitude (A) ____
	C. (CONT'D)
12.	Employee Appearance (A) ____
13.	Operating Hours (B) ____
14.	Staffing (A) ____
	D. RATES
15.	Authorized Rates (A) ____
16.	Posting of Rates (B) ____
17.	Sales Verifications (C) ____
	E. TOW AND LIFT OPERATIONS
18.	Inspections & Maintenance (A) ____
19.	Plans and Standards (B) ____
	E. (CONT'D)
20.	Ski Instructions (A) ____
21.	Ski Patrol (A) ____
22.	Slope & Lift Maintenance (A) ____
23.	Equipment Maintenance (B) ____
24.	Equipment Rental (B) ____
25.	First Aid Shelter (A) ____
26.	Auxiliary Power (A) ____
27.	Vending (B) ____
28.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR SUPPLEMENTARY INTERPRETIVE SERVICES - NO. XI

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. Also, the formal training program is to include park regulations and management policies, interpretive skills, communication skills, awareness of the park visitor as an individual, understanding of the park resources and familiarity with interpretive techniques used in the park. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

D. RATES

11. Authorized Rates. Refer to General Standard, Element No. 13. (A)

E. INTERPRETIVE OPERATIONS

12. Program Content. Format and documents must be approved by the Superintendent to ensure the activity fosters public understanding of park resources and values; conforms to the central park theme; has a minimum adverse environmental impact; and accurately describes program objectives as intended for the audience. (Refer to NPS Interpretation Guideline). (B)

13. Program Presentation. Program/activity must convey major interpretive theme as approved by the Superintendent. Judging performance should be based on knowledge obtained from current or most recent research and free of avoidable religious, cultural, and ethnic biases. (B)

14. Advertising. Demonstrations, talks, etc., should be presented as depicted in brochures, etc. Date, locations, duration, physical requirements, and learning experience should correspond with publication matter. Also refer to General Standard, Element No. 11. (B)

15. Public Safety. All program/activities should be designed to ensure the safety and health of the public and staff in compliance with the Occupational Safety and Health Act, U.S. Public Health Service (FDA) protection recommendations, Federal Regulations and Safety Management guidelines. Safety considerations and precuation information should be communicated to the visitor at the onset of, and during the activity. (A)

16. Attendance. The ratio between interpreter and number of visitors must be kept at a level that allows an activity to accomplish its goals. Each group should be limited to a size which would prevent an adverse impact upon area resources. (B)

F. MEDIA

17. Exhibits. An appropriate, routine maintenance schedule should be followed to keep exhibits clean and in good repair. Each permanent exhibit should be inspected routinely to determine whether its content remains accurate and appropriate, and whether its physical condition is saftisfactory. (B)

18. Audiovisual Program and Equipment. All AV programs and their equipment should be of acceptable technical quality, and shall be kept clean and the content current. (B)

19. Publications. Concessioner produced publications should be kept accurate, up-to-date, and available in sufficient quantities to meet visitor demand. All publications (advertising matter) should depict the interpretive theme presented and meet established policies (Refer to CFR, Title 36, Sec. 5.1). (B)

20. Media and Content. The program media is to be relevant, effective, and shall adhere to approved plans and servicewide guidelines for interpretation. (B)

21. Communicating Effectively. Presentations should be organized and planned to smoothly and logically convey approved program material. Interpreter(s) should possess public speaking skills and exercise judgment and skill in such areas as the pretalk summary, the talk itself, question/answers, and in giving announcements. (B)

22. Culture or Role Presentation. Demonstrators or costumed interpreters should display activities or roles appropriate to the accurate portrayal of the skills, cultural attitudes, and values of the locality, person, and period being interpreted. (B)

23. Costuming. All historic period costumes or dress used for interpretive presentations must be reproductions that meet standards of authenticity approved by the Superintendent. (C)

G. OTHER

24. Vending. Refer to General Standard, Element No.16. (B)

25. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-611

Form 10-611
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Supplementary Interpretive Services)
Standard No. XI

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ____
2.	Grounds (B) ____
3.	Public Signs (C) ____
4.	Garbage and Trash (B) ____
	B. FACILITY INTERIOR
5.	Public Restrooms (A) ____
6.	Public Signs (C) ____
7.	Public and Other Areas (B) ____
	C. OPERATIONAL
8.	Employee Performance (A) ____
9.	Employee Attitude (A) ____
10.	Employee Appearance (A) ____
	D. RATES
11.	Authorized Rates (A) ____
	E. INTERPRETIVE OPERATIONS
12.	Program Content (B) ____
13.	Program Presentation (B) ____
14.	Advertising (B) ____
15.	Public Safety (A) ____
16.	Attendance (B) ____
	F. MEDIA
17.	Exhibits (B) ____
18.	Audiovisual Program & Equipment (B) ____
	F. (CONT'D)
19.	Publications (B) ____
20.	Media and Content (B) ____
21.	Communicating Effectively (B) ____
22.	Culture or Role Presentations (B) ____
23.	Costuming (C) ____
	G. OTHER
24.	Vending (B) ____
25.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR GROUP EMPLOYEE - HOUSING - EMPLOYEE STD. NO. XII

INTRODUCTION

The following standard element applies to concessioner group employee housing including dormitories, tents, cabins, trailers, etc. However, many of these may not apply to all employee housing areas. Use only those that apply. They also do not apply to single family dwellings. Safety evaluations will be conducted on all employee housing under the applicable safety standards.

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2 (B)

3. Public Signs. In addition to General Standard, Element No. 3, a bulletin board shall be provided for employee/managerial use. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (A)

B. FACILITY INTERIOR

5. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

6. Staff Responsibilities. The concessioner shall be responsible to designate a specific individual(s) to insure that the employee housing facilities are in compliance with NPS standards. (B)

D. ROOM HOUSEKEEPING

7. Room Organization. Rooms must contain adequate space to move about and not contain unnecessary furniture or furniture sized out of proportion with the room size that results in a congested appearance. Furniture should be situated so that a good traffic flow

or furniture sized out of proportion with the room size that results in a congested appearance. Furniture should be situated so that a good traffic flow is realized and lends itself to a well organized unit. (C)

8. Furniture and Furnishings. Each room is to be equipped with adequate furnishings (i.e., chair, table, desk, ash trays) as appropriate, to accommodate the occupants and yet avoid a congested appearance. All furniture and furnishings are to be clean, and in good condition. (B)

9. Window Coverings. All window coverings including draperies, blinds, and shades must be cleanable and designed to provide for privacy. (B)

10. Floors, Walls, Ceilings and Windows. Floors and floor coverings must be clean, untorn, free of litter, stains and in good repair. Vinyl floor coverings must be highly polished, free of cracks, chips or otherwise worn, masonry tile grouting must be in good repair and clean; wood floors are to be polished or otherwise sealed. Area rugs must be treated to prevent slippage. Walls, ceilings and windows must be clean, free of defects such as cracks, breaks, torn coverings, stains, etc. (B)

11. Bedding. All bedding must be clean, untorn and free of soil or stains, and must be of the proper size for the mattress. (A)

12. Bed Condition. Mattresses are to be clean, ordorless, non-sagging, free of lumps and protruding tufts, and sized to fit the bed frame or springs. Springs are to be non-protruding, quiet and unbroken. Frames are to be in good repair. (A)

13. Illumination. Sufficient lighting must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided and the bulbs must be at least 75 watts. However, the bulb wattage is not to exceed the specification printed on the specific light fixture. (C)

14. Environment. Rooms are to be well ventilated, ordorless and free of insects and rodents or evidence thereof. Doors and windows including screens are to be sufficiently tight to preclude the entry of rodents and insects. (B)

15. Security. All doors and windows accessible to the room must have adequate, operable locking devices. These devices should be changed as necessary to preclude key duplication and theft problems. Doors must have a double locking system from the inside. Entry doorways must be sufficiently illuminated to allow easy access. (A)

16. Utilities and Appliances. Heaters, air conditioners and other appliances (stoves, refrigerators, etc.) must be approved for use, (by NPS), be in good condition, operable, adequate, clean and reasonably quiet. (A)

17. Vending. Refer to General Standard, Element No. 16. (B)

18. Beverage Container Guidelines. Refer to General Standard Element No. 17. (B)

E. BATHROOM

19. Linen. If provided by the concessioner, each employee must have available high quality, clean linen in good condition. (A)

20. Toilet Tissue. Toilet tissue must be of good quality and conveniently located. One roll or package must be held in reserve and conveniently located. Toilet facilities used in common with a number of rooms must have a supply in reserve and be conveniently located. (B)

21. Wastebaskets. Each bathroom shall contain one clean wastebasket that is in good repair. Cardboard boxes are unacceptable. (C)

22. Shower Enclosure. Shower or tub curtains must be untorn, clean and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures

(hinged and sliding doors), must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding door tracks must be clean and in good repair. (B)

23. Tub/Shower. Showers and bath tubs shall be clean, unspotted, reasonably free of stains, inside and out, and be in good condition. Tubs and showers must be equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are tightly secured, clean and free of mildew. (A)

24. Fixtures. Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., must be unpitted, free of stains and in good condition. Mirrors must be clean and free of cracks. (A)

25. Environment. Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceilings, doors, and windows are to be clean, mildew free. (A)

F. OTHER

26. Storage. Adequate storage areas, shelving, etc., is provided so that all employee possessions and personal equipment are properly stored. (C)

27. Parking. Employee's vehicles, are parked in designated areas. Parking of additional vehicles, boats, trailers, and other heavy equipment is to be parked in areas approved by the Superintendent. (C)

28. Pets. The keeping of pets must be in accordance with park rules and regulations. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-612

Form 10-612
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Concessioner Group Employee Housing)
Standard No. XII

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		D. (CONT'D)		E. BATHROOM
1.	Structure Condition (B) ____	9.	Window Coverings (B) ____	19.	Linen (A) ____
2.	Grounds (B) ____	10.	Floors, Walls, Ceilings & windows (B) ____	20.	Toilet Tissue (B) ____
3.	Public Signs (C) ____			21.	Wastebasket (C) ____
4.	Garbage and Trash (A) ____	11.	Bedding (A) ____	22.	Shower Enclosures (B) ____
	B. FACILITY INTERIOR	12.	Bed Condition (A) ____	23.	Tub/Shower (A) ____
5.	Public & Other Areas (B) ____	13.	Illumination (C) ____	24.	Fixtures (A) ____
	C. OPERATIONAL	14.	Environment (B) ____	25.	Environment (A) ____
6.	Staff Responsibilities (B) ____	15.	Security (A) ____		F. OTHER
	D. ROOM HOUSEKEEPING	16.	Utilities & Appliances (A) ____	26.	Storage (C) ____
7.	Room Organization (C) ____	17.	Vending (B) ____	27.	Parking (C) ____
8.	Furniture & Furnishings (B) ____	18.	Beverage Container Guidelines (B) ____	28.	Pets (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR PUBLIC SHOWERS/LAUNDRIES - STD. NO. XIII

A. Facility Exterior

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. Facility Interior

4. Public Restrooms. Refer to General Standard, Element No. 5. (A)

5. Public and Other Areas. In addition to General Standard, Element No. 5, the open laundry area must be equipped with chairs commensurate with the size of the area and number of machines provided. Tables or other suitable surfaces will also be available for patrons to sort and fold clean laundry. Ash trays and waste receptacles of non-combustable materials are also to be provided. (B)

C. Operational

6. Employee Performance. Refer to General Standard, Element No. 8. (A)

7. Employee Attitude. Refer to General Standard, Element No. 9. (A)

8. Employee Appearance. Refer to General Standard, Element No. 10. (A)

9. Operating Hours. Refer to General Standard, Element No. 11. (B)

D. Rates

10. Authorized Rates. Refer to General Standard, Element No. 13. (A)

11. Posting of Rates. All rates shall be prominently posted for clothes washers, dryers and showers. The length of time allotted for that rate shall be prominently posted for clothes dryers and timed showers. (B)

E. Public Showers

12. Shower Enclosure. Shower curtains or appropriate enclosure must be of sufficient length and width to fit the enclosure and to prevent water from flowing on to outer areas as well as to assure privacy to the occupant. The enclosure must be clean, free of mildew, untorn or broken and, otherwise in good condition. (A)

13. Shower Stall. Shower stalls, including floors, walls, ceilings, doors, and attachments must be clean, well-maintained, ventilated, and free of litter, mildew and offensive odors. Shower floors must be equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are securely fastened. (A)

14. Water Supply. Water pressure and temperature should remain constant and be comfortable. Extreme fluctuations should not occur. If faucets are provided, they must be accurately marked and operational. (A)

15. Dressing Area and Clothes Storage. Either lockers or clothes hooks are to be provided and located in close proximity to the shower stall. A dressing area is to be provided and contain adequate seating as appropriate. (B)

16. Security. Arrangements for the safekeeping of patron's valuables should be provided or signs shall be conspicuously posted stating that the management is not responsible for patron's valuables. (B)

17. Soap and Towels. If required in the contract/permit or operating plan, towels are to be of large bath size, good quality, good condition, and clean. Soap shall be individually wrapped or obtained from a soap dispenser. (A)

F. Laundry Facilities

18. Vending. In addition to General Standard, Element No. 16, all washers, dryers, and other vending equipment must be clean, well-maintained, reasonably free of rust and unspotted. Any equipment that is out of order must have a sign so stating and be returned to service within a reasonable period of time. (B)

19. Laundry Supplies and Change. Soap, bleach and change must be available in close proximity to the facility. (B)

G. Other

20. Public Signs. In addition to General Standard, Element No. 6, operating instructions for timed showers and laundry equipment must be prominently posted in the shower or laundry area. Operating instructions for laundry equipment may be posted on the machines themselves. (B)

21. Timing. Mechanical or electrical timing devices used for showers and laundry equipment, if provided, must operate within a 10-20 second degree of accuracy or as otherwise approved by the superintendent to ensure the minimum time period identified in the rate schedule. (B)

22. Interpretation. If required in the contract/permit or operating plan, the shower/laundry waiting areas will have informational/interpretive media for visitors' optional use during their waiting time. If the concessioner provides interpretive material, all content and media will be approved by the superintendent prior to use and will be appropriate for the site. If required, the concessioner will keep any such interpretive media (bulletin board, display case, etc.) clean and in good repair. (B)

23. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Public Showers/Laundries
Standard No. XIII

Form 10-613
(Rev 2/87)

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ____
2.	Grounds (B) ____
3.	Garbage and Trash (B) ____
	B. FACILITY INTERIOR
4.	Public Restrooms (A) ____
5.	Public and Other Areas (B) ____
	C. OPERATIONAL
6.	Employee Performance (A) ____
7.	Employee Attitude (A) ____
8.	Employee Appearance (A) ____
9.	Operating Hours (B) ____
	D. RATES
10.	Authorized Rates (A) ____
11.	Posting of Rates (B) ____
	E. PUBLIC SHOWERS
12.	Shower Enclosure (A) ____
13.	Shower Stall (A) ____
14.	Water Supply (A) ____
15.	Dressing Area and Clothes Storage (B) ____
16.	Security (B) ____
17.	Soap and Towels (A) ____
	F. LAUNDRY FACILITIES
18.	Vending (B) ____
19.	Laundry Supplies and Change (B) ____
	G. OTHER
20.	Public Signs (B) ____
21.	Timing (B) ____
22.	Interpretation (B) ____
23.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(____) FINAL	(Signature)	(Signature)

REMARKS

OPERATING STANDARDS FOR TRAILER VILLAGES (SHORT-TERM) AND CONCESSIONER OPERATED CAMPGROUNDS - STD. NO. XIV

INTRODUCTION

The following standards shall govern the management of transient or short-term trailer villages and of concessioner operated campgrounds. The concessioner is responsible for enforcing compliance by the site occupants. The concessioner shall inform site occupants that violation of any of these standards may be grounds for the termination of their occupancy by the concessioner. The National Park Service should provide assistance as needed.

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds/Site Maintenance. In addition to the General Standard, Element No. 2, it is the responsibility of the concessioner and the tenant to maintain the site in a clean, neat and sanitary manner at all times. No debris, refuse or litter shall be allowed on any site or in any space beneath a trailer. Tables, grills and fire containing devices, if provided, shall be reasonably free of vandalism and/or graffiti and repaired as necessary to assure proper function. Hookups, if provided, will be repaired as necessary to assure safe operation. (B)

3. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No. 5.

5. Shower Areas. If provided, shower stalls, including floors, walls, ceilings, doors and attachments must be clean, well maintained, ventilated and illuminated, free of litter, mildew and offensive odors. Shower curtains or an appropriate enclosure must be of sufficient length and width to prevent water from flowing to outer areas as well as to ensure privacy. Water must be of sufficient temperature to be comfortable and faucets must be accurately marked and operational. (B)

6. Public & Other Areas. In addition to General Standard, Element No. 7, at least one public telephone with unrestricted 24-hour access will be provided in the transient area, with emergency numbers clearly posted. (B)

C. OPERATIONAL

7. Employee Performance. Refer to General Standard, Element No. 8. In addition, employees will provide timely, accurate and complete information about activities, facilities, and services available to the visitor. Employees are to be knowledgeable of all programs, policies and regulations and be able to explain them to the visitor in a clear concise manner. Employees shall provide a basic level of visitor services as outlined in the contract/permit or operating plan. (A)

8. Employee Attitude. Refer to General Standard, Element No. 9. (A)

9. Employee Appearance. Refer to General Standard, Element No. 10. (A)

10. Operating Hours/Quiet Hours. Refer to General Standard, Element No. 11. Quiet hours shall be maintained between the hours of 10 p.m. & 6 a.m., as outlined in 36CFR 2.10. These hours shall be prominently displayed to the public. (B)

11. Staffing. Refer to General Standard, Element No. 12. (A)

12. Public and Emergency Information. Informational material such as local area maps, park regulations and campground regulations shall be provided to all visitors at no charge when these items are available free to the concessioner. Other approved material may be sold at the registration desk. Promotional material for commercial enterprises may be displayed only upon prior approval by the superintendent. Materials being sold are to be displayed separately from those items which are free.

A bulletin board or other informational method of display shall be accurate and complete and provide timely information about park activities and facilities, as well as services available. References and

directions to lost and found area, public telephone, as well as to local facilities, such as store, service stations and hospital for non-emergency care shall be provided. Provisions shall be made for delivering emergency messages to guests in a timely, effective manner. Routine messages for guests shall be prominently displayed. (B)

D. RATES

13. Authorized Rates. Refer to General Standard, Element No. 13. (A)

14. Sales Verification. Refer to General Standard, Element No. 15. Site assignment stubs or tickets may be substituted for sales receipt. (C)

E. SITE RENTAL OPERATION

15. Rental Agreements. Written rental agreements, conforming to applicable legal requirements, shall be executed for each site rental. The rental form must be approved by the superintendent prior to adoption and use. It must include a requirement that the occupant as a condition of rental will abide by these standards as well as the campground or trailer village rules. At the time of rental, the tenant shall be advised of where a copy of the current concessioner rules are posted. The check-out time as outlined in the contract/permit or operating plan shall be included in the rental agreement for transient sites. (B)

16. Authorized Number and Types of Rentals. Group size, duration of stay, number of actual sites and number of tents per site shall not exceed the number and times approved in the contract/permit or operating plan.

Additionally, the concessioner will not rent sites that are used, or reserved in any way by any persons for the purposes of promotional display, advertising or sale of trailers or trailer accessories or any other type of business or commercial use. (A)

17. Order of Rental. The concessioner will maintain a waiting list on a first-come, first-served basis, or in a manner established by the superintendent. (A)

18. Site Registers. The concessioner shall maintain accurate, up-to-date registers of site occupants. These are to be available for examination by authorized representatives of the Government. The register list shall include those items requested by the superintendent and may include information such as name of guest, date of rental period, space number, license, number of vehicles in the party and, if a trailer rental, make, model, year, overall length and state of registration of the trailer. (B)

19. NPS Passports. If required by the contract, the concessioner shall honor NPS Golden Age and Golden Access Passports. (A)

F. TRAILER VILLAGE/CAMPGROUND OPERATIONS

20. Employee Residential Area. Transient sites shall not be occupied by concessioner employees. (B)

21. Site Boundaries, Site Numbers. All sites are to be adequately and clearly marked by the placement of permanent markers or other identifiable means at each lot corner, and each site shall be designated by number permanently installed on the site. The site markers are to be established and maintained by the concessioner, subject to approval by the superintendent concerning size, design and readability of numbers from the roadway going through the trailer village/campground. (B)

22. Trailer Size Requirements. No trailer in excess of 8 feet in width or 35 feet in length will be located on a transient site, unless permitted by the superintendent. (A)

23. Vehicles and Boats. No vehicle shall be parked in such a way as to interfere with normal flow of traffic within the trailer or campground area. Overflow parking, if any will be allowed only in approved designated areas. Only the maximum number of vehicles authorized by the superintendent will be permitted per site. (B)

24. Landscaping. Planting or landscaping by the concessioner is permitted provided it is done according to a landscape plan approved by the superintendent. (B)

25. Pets. The concessioner will have in place a program for managing pets and enforcing pet rules. The concessioner is responsible for assuring that all pets are leashed and do not make unreasonable noise that disturbs other park visitors or that frightens wildlife by barking, howling, or making other noise. The concessioner must also assure compliance with pet excrement disposal requirements, as established by the superintendent. The concessioner is required to remove any such troublesome pet. (B)

26. Mechanical Repairs. The concessioner will not allow major mechanical work to be performed on any vehicles within the trailer village/campground. (B)

27. Dumping Station. If required, the concessioner will establish an area for purposes of discarding sewage. If provided, this site must be approved by the superintendnet and be located away from rental campsites in order for it not to be offensive to the camper. The concessioner will keep the site clean and will be responsible for following any State and/or county codes which are applicable. (A)

28. Open Fires. There shall be no open fires outside of approved fire-containing devices. (B)

G. OTHER

29. Public Signs. In addition to General Standard, Element No. 3, the concessioner shall post the following notices in a conspicuous area:

    a. A copy of concessioner's rules approved by the National Park Service and Park regulations, including fire safety rules;

    b. Approved rates;

    c. Emergency and law enforcement telephone numbers; and

    d. Information on park facilities and services. (B)

30. Vending. Refer to General Standard, Element No. 16. (B)

31. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Trailer Villages (Short Term)
and Concessioner Operated Campgrounds
Standard No. XIV

Form 10-814
(Rev 2/87)

REGION	PARK
NAME OF CONCESSIONER	FACILITY SERVICE

NOTICE TO CONCESSIONER. The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1	Structure Condition (B) ____
2	Grounds/Site Maintenance (B) ____
3	Garbage and Trash (B) ____
	B. FACILITY INTERIOR
4	Public Restrooms (A) ____
5	Shower Areas (B) ____
6	Public & Other Areas (B) ____
	C. OPERATIONAL
7	Employee Performance (A) ____
8	Employee Attitude (A) ____
9	Employee Appearance (A) ____
10	Operating Hours/Quiet Hours (B) ____
11	Staffing (A) ____
12	Public and Emergency Information (B) ____
	D. RATES
13	Authorized Rates (A) ____
14	Sales Verification (C) ____
	E. SITE RENTAL OPERATION
15	Rental Agreements (B) ____
16	Authorized Number and Types of Rentals (A) ____
17	Order of Rental (A) ____
18	Site Registers (B) ____
19	NPS Passports (A) ____
	F. TRAILER VILLAGE/CAMPGROUND OPERATIONS
20	Employee Residential Area (B) ____
21	Site Boundaries, Site Numbers (B) ____
	F. (CONT'D)
22	Trailer Size Requirement (A) ____
23	Vehicles and Boats (B) ____
24	Landscaping (B) ____
25	Pets (B) ____
26	Mechanical Repairs (B) ____
27	Dumping Station (A) ____
28	Open Fires (B) ____
	G. OTHER
29	Public Signs (B) ____
30	Vending (B) ____
31	Beverage Container Guidelines (B) ____

ITEM NO	EVALUATION OBSERVATIONS	CORRECT BY Date)	DATE CORRECTED

EVALUATION	DATE	NO OF OBSERVATIONS BY CLASSIFICATION (A) (B) (C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL			(____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP			(____) FINAL	(Signature)	(Signature)

REMARKS

OPERATING STANDARDS FOR TRAILER VILLAGES (LONG TERM) - STD. NO. XV

INTRODUCTION

The following standards are for the management of long-term trailer villages. The concessioner is responsible for requiring trailer site occupants to comply and shall inform occupants that violation of any of the elements in this standard may be grounds for the termination of their occupancy by the concessioner. Concessioners may own trailers and rent them to employees. Concessioner employees living in a long-term section of a trailer village must abide by the same standards as other trailer village occupants. It is incumbent upon the concessioner to develop specific procedures for enforcing the standard and to incorporate them into trailer village occupant's space rental agreements. This standard applies to single family use of trailers. Long-term trailer sites used as concessioner dormitories should be evaluated using the Group Employee Housing Standard, No. XII.

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds/Site Maintenance. In addition to the General Standard, Element No. 2, it is the responsibility of the concessioner and the tenant to maintain the trailer site in a clean, neat and sanitary manner at all times. No debris or refuse shall be allowed on any trailer site or in any space beneath a trailer. (B)

3. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No. 5. (A)

5. Public and Other Areas. In addition to General Standard, Element No. 7, the concessioner shall provide at least one public telephone with unrestricted 24-hour access, with emergency numbers clearly posted. (B)

C. OPERATIONAL

6. Employee Performance. Refer to General Standard, Element No. 8. In addition, employees shall provide timely, accurate and complete information about activities, facilities, and services available to the visitor. Employees are to be knowledgeable of programs, policies and regulations and be able to explain them to the visitor in a clear, concise manner. Employees shall provide a basic level of visitor services as specified in the park operating plan. (A)

7. Employee Attitude. Refer to General Standard, Element No. 9. (A)

8. Employee Appearance. Refer to General Standard, Element No. 10. (A)

9. Operating Hours. Refer to General Standard, Element No. 11. (B)

D. RATES

10. Authorized Rates. In addition to General Standard, Element No. 13, the following will apply. When a rate increase for site rental has been authorized, the concessioner shall give all long-term trailer village space renters a minimum of 30 days advance notice before the new rates are effective. (A)

11. Sales Verification. Refer to General Standard, Element No. 15. (C)

D. SITE RENTAL OPERATIONS

12. Rental Agreements. Written rental agreements, conforming to applicable legal requirements, shall be executed for each trailer site rental. The rental form must be approved by the superintendent prior to adoption and use. It must include provisions that the occupant will abide by this standard as well as the trailer village rules as a condition of rental. At the time of rental execution, the tenant shall receive from the concessioner a copy of the trailer village rules and other park regulations. (B)

13. Authorized Number and Types of Rentals. The number of actual trailer sites, including those rented to employees, shall not exceed the total number approved in the contract. Only one trailer is allowed per site and only one trailer site may be rented to any one individual. No trailer site may be rented to any person whose trailer is not in conformance with this standard and the concessioner's rules. Sites may be rented for a maximum number of days as designated by the superintendent.

    No concessioner shall accept for occupancy or accept as a replacement for an existing unit, any double-wide or tip-out trailer. Existing double-wide and tip-out or expanded trailers will be phased out upon termination or transfer of site rental lease. Triple-wide trailers and modular homes are not permitted. Additionally, trailer sites shall not be rented, used, or reserved in any way by any persons for purposes of promotional display, sale of trailers or trailer accessories, or any other on-site commercial enterprises. Subletting or renting to a second party is prohibited. (A)

14. Site Registers. The concessioner will maintain accurate up-to-date registers of site occupants. These are to be available for examination by authorized representatives of the Government. The register list shall include those items required by the superintendent and may include information such as name and address of guest, date of rental period, space number, and make, model, year, overall length and State of registration of the trailer. (B)

15. Order of Rental. The concessioner will maintain a waiting list on a first-come, first-served basis, or in a manner established by the superintendent. (B)

16. Termination of Lease. When a lease is terminated, the trailer must be removed by the renter from the trailer village except in areas where on-site resale is permitted by the superintendent. (B)

17. Sale of Trailers. The sale of any tenant's trailer is prohibited while in the trailer village, except with the concurrence of the superintendent in areas where resale has previously been allowed. (A)

F. TRAILER VILLAGE OPERATIONS

18. Site Boundaries, Site Numbers. All trailer site lot lines are to be adequately and clearly marked by the placement of permanent markers at the corner of each lot, and each trailer site shall itself be designated by a number permanently installed on the site. Such boundary and site markers are to be established and maintained by the concessioner, subject to approval by the superintendent as to size, design and readability of numbers from the roadway going through the trailer village. (B)

19. Trailer Spacing and Size Requirements. The concessioner will not allow trailers to be placed on any site where there is less than 20 feet between each trailer, including any additions thereto, and any other trailer, including additions to it. Awnings and eaves, however, may intrude into a required separation more than 2 feet. At least 5 feet shall be maintained between each trailer and any property line and/or roadway adjacent to it. The trailer and accessory/building, if present, shall not occupy more than 75 percent of the designated site area. (A)

20. Trailer Additions and Expansions. The concessioner will not allow expansions or additions to trailers, such as cabanas, ramadas, or expando units. (B)

21. Storage Space. The concessioner will not provide space within a trailer village for the storage of unoccupied trailers, travel trailers, motor homes, and recreational vehicles. (B)

22. Vehicles and Boats. The concessioner will allow no vehicle to be parked in such a way as to interfere with normal flow of traffic within the trailer village or to infringe upon neighbors rights (blocking view, etc.) All vehicles, including boats and boat trailers (boat and trailer is considered one vehicle) located within a trailer village must display a current registration. Two other vehicles may be parked on the site, if space permits, beside the trailer when such vehicles are used for transportation or recreation while the trailer occupant is in residence. Recreational vehicles parked on a site beside a trailer shall not be connected to either the trailer or to the trailer site electrical, gas, water or sewage lines. (B)

23. Condition of Trailer. The concessioner is responsible for seeing that the exterior of all units are kept in good repair, have a neat appearance, and meet all State, county or local electrical, mechanical safety and public health codes. (B)

24. Landscaping. Planting or landscaping by the concessioner is permitted provided it is approved by the superintendent. Tenant planting must be approved by the concessioner in writing and must meet the following criteria:

    a. Planting or landscaping shall not be done in front of a trailer if doing so hinders or prevents the attachment of trucks, tractors, or other towing vehicles to its hitching device, and obstructs the trailer's ready removal from the trailer site.

    b. Screen or intersection planting shall not create hazards for vehicle movement within the trailer village.

    c. Anything permanently planted on a trailer site shall not be removed without the prior written approval of the concessioner.

    d. Planting or landscaping shall not alter the natural terrain of a trailer site, including any impediment to its normal drainage.

    e. Rock gardens, pools, or other landscape features shall not be erected on any trailer site if such features cannot be easily removed by hand by the tenant (without using heavy equipment) within 24 hours upon demand for its removal by the concessioner. (B)

25. Walks, Walkways, Patio Slabs, Retaining Walls and Fences. Any retaining walls and/or terracing of sites necessary for flood control shall be constructed by the concessioner, not the tenant, in accordance with the park planning process. No walls or fences between trailer sites shall be constructed. Existing fences shall be removed when the tenant vacates the property, or sooner if desired by the concessioner.

    Walkways and patio slab extensions are permitted provided that they do not create drainage problems, do not interfere with any utilities, and work has

been approved by the concessioner in writing. The concessioner will require the tenant to remove walkways and patio slab extensions at the tenant's expense at the time of termination of the site rental lease. (B)

26. Foundations. No permanent foundations shall be erected for trailers on any existing trailer site within the trailer village. A foundation shall be considered to be any wall or pier block constructed of bricks, stones, woodblocks, or any combination thereof, intended to support a trailer. All tie downs shall be constructed to conform to applicable Federal, State and local regulations. (B)

27. Storage Facilities. Each site may have placed upon it only ONE (1) outside storage compartment. Any such storage compartment shall be of a commercially manufactured prefabricated type or professionally made, having a capacity of not more than 640 cubic feet and not in excess of 10 linear feet in any dimension. Any storage compartment placed on a trailer site may rest on a concrete pad, but must be easily removed from the trailer site. (B)

28. Porches, Awnings and Shade Structures. The concessioner may allow porches to be installed on trailer sites, but any porch shall be capable of being easily removable from the trailer site, and shall not be enclosed with any material, including permanently installed screening. Roll-up sun shades are permitted. If awnings are present, the concessioner will require that they be securely anchored and be made of demountable metal, plastic, cloth or fiberglass manufactured type which can be easily removed. Small window awnings are permitted provided that they protrude not more than 4 feet from the trailer and are fully supported by the trailer. Patio awnings shall not be enclosed. No shade structures from the trailer are permitted. (B)

29. Skirting. Skirting is required on all trailers in long-term sites. Skirting material of light metal, wood, plastic or fiberglass shall be neat, attractive, and securely installed and well maintained. (B)

30. Outdoor Showers. The concessioner will allow no outdoor showers to be installed at individual trailer sites. (C)

31. Appliances and Yard Furniture. With the exception of water softners and air conditioners, no appliances of any kind shall be installed, or stored outside of any trailer unless they are within an approved storage compartment. Only furniture designed and constructed for exterior use is permitted outdoors. (B)

32. Radio and Television Antennas. The concessioner is responsible for seeing that individual radio and TV antennas are attached directly to trailers within the boundaries of the sites rented and without wires to the ground. Radio systems which interfere with or disrupt radio or television reception for other tenants are not permitted. Antennas shall be erected so as not to come in contact with power lines, should they fall; and be installed with a minimum 10 foot vertical and horizontal clearance from power lines. All antennas shall also be within the Federal Communication Commission's height restrictions. Satellite dishes may be installed only at the discretion of the superintendent. (B)

33. Pets. The concessioner will have in place a program for managing pets and enforcing pet rules. The concessioner is responsible for assuring that all pets are leashed and do not make unreasonable noise that disturbs other park visitors or that frightens wildlife by barking, howling, or making other noise. The concessioner must also assure compliance with pet excrement disposal requirements as established by the superintendent. The concessioner is required to the any such troublesome pet. (B)

34. Mechanical Repairs. The concessioner will not allow major mechanical work to be performed on any vehicles within the trailer village. (B)

35. Liquid Propane Gas Tanks. L.P.G. storage tanks shall not exceed 125 gallons at each trailer site and will be mounted, installed and maintained in such fashion as to meet all applicable safety code provisions. (A)

36. Fuel Oil Tanks. Fuel oil tanks will be of the type manufactured for the purpose or storing fuel oil. Fifty-five gallon barrels are not considered an adequate type to meet these standards. Fifty-five gallons of fuel oil shall be the maximum amount stored at each trailer site. (B)

G. OTHER

37. Public Signs. In addition to General Standard, Element No. 3, the concessioner shall post the following notices:

    a. Fire safety rules;

    b. Approved rates; and

    c. Emergency and law enforcement telephone numbers. (B)

38. Vending. Refer to General Standard, Element No. 16. (B)

39. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Trailer Villages (Long Term Rentals)
Standard No. XV

Form 10-815
(Rev. 3/87)

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No. Element

A. FACILITY EXTERIOR
1. Structure Condition (B) ____
2. Grounds/Site Maint. (B) ____
3. Garbage and Trash (B) ____

B. FACILITY INTERIOR
4. Public Restrooms (A) ____
5. Public and Other Areas (B) ____

C. OPERATIONAL
6. Employee Performance (A) ____
7. Employee Attitude (A) ____
8. Employee Appearance (A) ____
9. Operating Hours (B) ____

D. RATES
10. Authorized Rates (A) ____
11. Sales Verification (C) ____

E. SITE RENTAL OPERATIONS
12. Rental Agreements (B) ____
13. Auth. Nr./Types of Rentals (A) ____
14. Site Registers (B) ____
15. Order of Rental (B) ____
16. Termination of Lease (B) ____
17. Sale of Trailers (A) ____

F. TRAILER VILLAGE OPERATIONS
18. Site Boundaries/Numbers (B) ____
19. Trailer Spacing and Size Requirements (A) ____
20. Trailer Additions and Expansions (B) ____
21. Storage Space (B) ____
22. Vehicles & Boats (B) ____
23. Condition of Trailer (B) ____
24. Landscaping (B) ____
25. Walks, Walkways, Patio Slabs, Ret. Walls & Fences (B) ____
26. Foundations (B) ____

F. (CONT'D)
27. Storage Facilities (B) ____
28. Porches, Awnings and Shade Structures (B) ____
29. Skirting (B) ____
30. Outdoor Showers (C) ____
31. Appliances & Yard Furniture (B) ____
32. Radio & Television Antennas (B) ____
33. Pets (B) ____
34. Mechanical Repairs (B) ____
35. Liquid Propane Gas Tanks (A) ____
36. Fuel Oil Tanks (B) ____

G. OTHER
37. Public Signs (B) ____
38. Vending (B) ____
39. Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR THERMAL WATER BATHHOUSES - NO. XVI

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2, and Bathhouse Maintenance Agreements. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

8. Employee Certification. The employment of Bathhouse personnel is subject to the written approval of the Superintendent. Employee engaged as physical therapist, physical therapy technician, physical therapy aid, masseur, masseuse, or bath attendant must be properly licensed or certified in accordance with 36 C.F.R. 21.8. (A)

9. Employee Health Examination. Employees who come in direct personal contact with bathers or pool users must have current health examinations in accordance with 36 C.F.R. 21.7. (A)

10. Report of Bathhouse Employment. Bathhouse managers are required to submit a monthly employment report to the Superintendent listing all employees by name and position. This is to ensure that all bathhouse employees are properly certified and have current health examinations. (B)

11. Employee Performance. Refer to General Standard, Element No. 8. (A)

12. Employee Attitude. Refer to General Standard, Element No. 9 (A)

13. Employee Appearance. Refer to General Standard, Element No. 10. (A)

14. Operating Hours. Refer to General Standard, Element No. 11 (B)

15. Application and Certificate for Baths. Bathhouses must use an approved application form that complies with the requirements of 16 U.S. Code 374. An example of an acceptable form is included in the appendix of the Bathhouse Operations Manual. (A)

16. Approved Bath Directions. Bathhouse employees must administer baths for persons who are not undergoing medical treatment, or who lack specific bathing directions prescribed by a registered physician in accordance with the approved bath directions listed on page C-2 of the Bathhouse Operations Manual. (A)

17. Bath Tickets. Bathhouses must provide bath tickets of a type approved by the Superintendent. Multiple bath tickets must be bound in ticket books. Both ticket books and punch-card type bath tickets must display a serial number, the name of the bathhouse, the number of baths, the total price and redemption values, a statement that the tickets are good for use without limit from date of sale, and a statement that the tickets are good for redemption one year from date of sale. (A)

18. Floors. Water splashed or spilled from tubs and showers must be mopped up as soon as possible. Standing water on floors must not be allowed to create a slipping hazard. (A)

D. RATES

19. Authorized Rates. Refer to General Standard, Element No. 13. (A)

20. Posting of Rates. Refer to General Standard, Element No. 14. (B)

21. Sales Verification. Refer to General Standard, Element No. 15. (C)

E. EQUIPMENT

22. Bath Tubs. Tubs must be cleaned and disinfected after each use. Stains must be prevented, if possible, or removed as major build-up occurs (A)

23. Vapor Cabinets. Heavy encrustations or discolorations on floors must be prevented, if possible, or removed as major build-up occurs. (C)

24. Hydrotherapy Pools - PMC. Pools must be chlorinated at 0.5 ppm for a minimum of 30 minutes prior to discharge in accordance with the instructions of the Department of Health. Pools must be thoroughly cleaned and disinfected after discharge of thermal water. (A)

25. Thermometers. Thermometers of a type that accurately records water temperature must be provided for each bath tub. Thermometers must be maintained and periodically checked for accuracy. (A)

26. Bath Mitts. Used mitts must be marked for identification by the bath attendant, and must be stored in such a way that they do not come in contact with other mitts. Abandoned mitts must be disposed of as refuse. (A)

27. Clocks. A sufficient number of clocks must be provided in bath halls, pack rooms, and massage rooms so bath attendants and bathers can check on the length of time spent in these areas. (A)

28. Linens. Bathhouses must furnish a sufficient number of sheets and towels for bathers. Bath attendants and helpers must remove all used sheets and towels from bath halls, pack and cooling rooms immediately after use. Sheets and towels must be laundered before being reused. (A)

29. Shower Curtains. Curtains must be of sufficient length and width to prevent water from flowing out of the shower area. The curtain must be clean, free of encrustations and mildew, and in good condition. (B)

30. Shower Stalls. Shower stalls including floor, wall, ceiling, and attachments shall be clean, well maintained, ventilated, and adequately illuminated, free of litter, mildew, and offensive odors. (B)

31. Soap. Soap used in bath halls must be furnished in unbreakable containers, except for special soap that may be prescribed for a bather by a registered physician. (B)

F. OTHER

32. Vending. Refer to General Standard, Element No. 16. (B)

33. Beverage Container Guidelines. Refer to General Standard, Element No. 17 (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-616

Form 10-616 (6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Thermal Water Bathhouses
Standard No. XVI

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ____
2.	Grounds (B) ____
3.	Public Signs (C) ____
4.	Garbage and Trash (B) ____
	B. FACILITY INTERIOR
5.	Public Restrooms (A) ____
6.	Public Signs (C) ____
7.	Public and Other Areas (B) ____
	C. OPERATIONAL
8.	Employee Certification (A) ____
9.	Employee Health Exams (A) ____
10.	Report of Bathhouse Employment (B) ____
11.	Employee Performance (A) ____
	C. (CONT'D)
12.	Employee Attitude (A) ____
13.	Employee Appearance (A) ____
14.	Hours of Operation (B) ____
15.	Application & Certificate for Bath (A) ____
16.	Approved Bath Directors (A) ____
17.	Bath Tickets (A) ____
18.	Floors (A) ____
	D. RATES
19.	Authorized Rates (A) ____
20.	Posting of Rates (B) ____
21.	Sales Verification (C) ____
	E. EQUIPMENT
22.	Bath Tubs (A) ____
	E. (CONT'D)
23.	Vapor Cabinets (C) ____
24.	Hydrotherapy Pools (A) ____
25.	Thermometers (A) ____
26.	Bath Mitts (A) ____
27.	Clocks (A) ____
28.	Linen (A) ____
29.	Shower Curtains (B) ____
30.	Shower Stalls (B) ____
31.	Soap (B) ____
	F. OTHER
32.	Vending (B) ____
33.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR WATER GUIDE SERVICES-NO. XVII

The following elements have been devised for concessioner operated river-running and fishing guide services. In these services, the concessioner employee and/or guide takes visitors on a trip and operates the vessel. If applicable, the Employee and/or Guide Training Program element should be evaluated only once per season, preferably near the beginning of the season.

A. OPERATIONAL

1. Employee and/or Guide Training Programs. If required, the concessioner, in cooperation with the National Park Service holds active training and orientation sessions for new and experienced employees and/or guides which are conducted on an on going basis for the development and/or advancement of the necessary skills and techniques for the job. (Evaluate Annually) (B)

2. Employee and/or Guide Performance. Employees and/or guides are attentive to passengers; knowledgeable of the job regarding loading and unloading, operating the watercraft, emergency procedures, and first aid, and are aware of areas of the river that change which could create obstacles. Additionally, employees and/or guides are cognizant of park rules and regulations, and if required, are knowledgeable in proper helicopter and/or boat evacuation procedures. If interpretation is a requirement, employees and/or guides are knowledgeable of park attractions, resources, and purposes of the park in which the concessioner operates. (A)

3. Employee and/or Guide Attitude. Refer to General Standard, Element No. 9. (A)

4. Employee and/or Guide Appearance. Employees and/or guides are clean and well groomed; clothes are whole, decent and clean. The concessioner may be required to have its employees and/or guides who come in direct contact with the public, so far as practicable, to wear a uniform or badge by which they may be known and distinguished as the representative of the concessioner. (C)

5. Staffing. Refer to General Standard, Element No. 12. (A)

6. Qualification Requirements. All employees and/or guides must meet the qualifications and licensing requirements, including those for first aid and operation of transportation and boat equipment, as established by the contract/permit, operating plan or State or local requirments. (A)

B. RATES

7. Authorized Rates. Refer to General Standard, Element No. 13. (A)

8. Reservation and Deposit Refunds. Reservation, cancellation and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled and contained in appropriate advertising material, rate schedule and/or operating plan. (B)

C. EQUIPMENT

9. Watercraft. All watercraft requirements, including the type of watercraft, vessel occupancy, equipment, gear or other requirements are met. The watercraft shall be identified and registered as per Federal, State or local laws. The watercraft shall be safe, fully inflated, and adequately rigged. If required, the company name and logo shall be painted on the watercraft. (A)

10. Emergency Equipment. All emergency equipment shall be appropriate to the type or raft of boat being used and the guiding situations experienced within each respective park area. All safety equipment such as fire extinguishers, air pumps, signaling devices, motor repair kits, patch kits, maps, spare propulsion equipment, bail buckets or other safety equipment, as required by the contract/permit or operating plan are provided in good serviceable conditions. (A)

11. First Aid Kit. The availability and type of first aid equipment, including major and minor first aid kits, if required, shall be provided in good serviceable condition. (A)

12. Personal Flotation Devices. Personal flotation devices and types, as required by Federal, State or local

laws, regulations or policies and/or the contract/ permit or operating plan shall be provided in good serviceable condition. (A)

13. Transportation Equipment. Where provided and within the area of jurisdiction, all vehicles used to transport passengers shall be safe, clean, well-maintained, and in good physical condition. (A)

14. Other Equipment. The concessioner will provide and maintain in good condition any other equipment, including food service equipment required in the contract/permit or operating plan. (B)

D. SERVICES

15. Food Service Sanitation. If provided, food service preparation/cleanup will be provided in accordance with applicable public health requirements. (A)

16. Food and Water Quality and Quantity. If provided, food shall be of good quality and sufficient quantity to meet the level indicated in the concessioner's brochure and approved by the National Park Service. If required, sufficient water for drinking and for food preparation shall be available in suitable containers for all passengers during the entire trip. If needed, drinking water treatment is available. (A)

17. Safety. All appropriate safety procedures and practices as required by regulations and/or the contract/ permit or operating plan are adhered to. (A)

E. ENVIRONMENTAL PROTECTION.

18. Litter and Trash. If required, trash containers are available for use by passengers. Campsites, if provided are clean, and refuse is picked up after use. No trash is buried, toilet paper is contained, and all cigarette butts, bottles, cans, and bottle caps are packed out of the site. (A)

19. Sanitation/Human Waste. When required by the permit or regulations, the concessioner will provide an adequate human waste carry-out system to be set up in private areas. Toilet paper, plastic bags, liners and disin-

fectant are within reach and handwashing facilities are available. All public health sanitation requirements are met. (A)

20. Fire Pans and Fuel. If open fires are permitted, a fire pan or other approved device shall be used at all times to hold all residue. Fire residue shall be disposed of according to regulation. Fuel burned shall be consistent with all requirements. (A)

21. Restricted Areas. All restricted areas and activity requirements and regulations are observed. (A)

22. Other Requirements. Other specific regulations, contract/permit and/or operating plan requirements regarding environmental concerns are met. (B)

F. ORIENTATION/INTERPRETATION

23. Visitor Safety Orientation. As required at appropriate times during the beginning of the trip, the guides must brief all visitors on hazards to be encountered, weather conditions which may be expected, time frame and proper seating and standing requirements while in the craft. Other items such as the nature and demands of the trip, restroom facilities, litter and sanitation requirements may be given at appropriate times during the trip. Employees and/or guides shall assure proper fit and use of personal flotation devices, if required to be worn, as well as procedures to follow in case a person falls into the water. (A)

24. Trip Activities. If required by the operating plan prior to the trip, an interpretive session which includes introducing employees and/or guides and their company, welcoming visitors to the park and identifying the park as part of the National Park System will be conducted. While on the the trip, interpretive sessions may be conducted which highlight the scenic, geologic, historic, cultural and wildlife resources that are observed on the trip. After the trip, a post-launch talk may be given to all passengers regarding travel arrangements, answering questions and soliciting comments regarding the trip. (B)

25. Program Content. Information presented on the guided trip must be accurate, complete, appropriate to the

audience, organized logically and be related to park themes. Concessioners have consulted with park interpretive staffs in developing programs, (refer to NPS-6, Interpretation and Visitor Services Guidelines, Chapter 7). (B)

26. Program Delivery. Employees and/or guides shall demonstrate their ability to speak clearly, project good voice volume, and stimulate questions and/or comments from visitors. (B)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Water Guide Services
Standard No. XVII

NPS Form 10-817
Revised 10/87

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

A. OPERATIONAL
1. Employee and/or Guide Training Prgms. (B) ____
2. Employee and/or Guide Performance (A) ____
3. Employee and/or Guide Attitude (A) ____
4. Employee and/or Guide Appearance (C) ____
5. Staffing (A) ____
6. Qualification Requirements (A) ____

B. RATES
7. Authorized Rates (A) ____
8. Reservation and Deposit Refunds (B) ____

C. EQUIPMENT
9. Watercraft (A) ____
10. Emergency Equipment (A) ____
11. First Aid Kit (A) ____
12. Personal Flotation Devices (A) ____
13. Transportation Equipment (A) ____
14. Other Equipment (B) ____

D. SERVICES
15. Food Service Sanitation (A) ____
16. Food and Water Quality and Quantity (A) ____
17. Safety (A) ____

E. ENVIRONMENTAL PROTECTION
18. Litter and Trash (A) ____
19. Sanitation/Human Waste (A) ____
20. Fire Pans and Fuel (A) ____
21. Restricted Areas (A) ____
22. Other Requirements (B) ____

F. ORIENTATION/INTERPRETATION
23. Visitor Safety Orient. (A) ____
24. Trip Activities (B) ____
25. Program Content (B) ____
26. Program Delivery (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR BOAT RENTAL OPERATIONS - NO. XVIII

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No. 5. (A)

5. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

6. Employee Performance. In addition to General Standard, Element No. 8, individuals driving transportation vehicles must be properly licensed. (A)

7. Employee Attitude. Refer to General Standard, Element No. 9. (A)

8. Employee Appearance. Refer to General Standard, Element No. 10. (A)

9. Operating Hours. Refer to General Standard, Element No. 11. (B)

10. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

11. Authorized Rates. Refer to General Standard, Element No. 13. (A)

12. Posting of Rates. Refer to General Standard, Element No. 14. (B)

13. Reservation and Deposit Refunds. Reservation, cancellation and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and be contained in appropriate advertising material, rate schedule and/or operating

agreement as approved by the superintendent and in conformance with NPS-48, Chapter 29. (B)

E. RENTAL SERVICES

14. Rental Agreements. Written rental agreements, conforming to applicable legal requirements shall be executed for each boat rental. The rental form must be approved by the superintendent prior to adoption and use. (B)

15. Order of Rental. The concessioner will maintain a waiting list on a first come, first served basis, in a manner established by the superintendent. (A)

16. Rental Registers. The concessioner shall maintain accurate, up-to-date registers of boat renters. These are to be available for examination by authorized representatives of the Government. The register list shall include those items required by the superintendent and may include information such as name of renter, date of rental period, description of boat and boat number. (B)

17. Authorized Rentals. The number and type of rental vessels shall meet the specifications in the contract/permit, and be consistent with services approved by the superintendent. (A)

F. RENTAL EQUIPMENT

18. Maintenance. Rental vessels shall be in good operating condition, and have a clean, well-maintained appearance. The interior and exterior of the vessel shall be free of rust, chipped or peeling paint, or excessively worn seating or benches. A preventive maintenance program shall be established and followed for each rental vessel. Motors and paddles must be inspected, cleaned and serviced prior to being rented. (A)

19. Sanitation Equipment. If a vessel is equipped with sanitation equipment such as waste water and sewage holding tanks, such equipment shall be of sufficient capacity and in good working order to prevent discharge of water directly into National Park Service administered waters, as required in 36CFR, Section 2.14. (A)

20. Other Equipment. Other equipment, appliances and supplies as specified in the contract/permit or operating plan shall be available, well-maintained and in good working order. (A)

G. SAFETY

21. Safety Equipment. All vessels rented to visitors shall have appropriate safety equipment, including life jackets in sufficient numbers as required by United States Coast Guard and National Park Service regulations. Any defective equipment must be immediately repaired, removed or replaced. (A)

22. Vessel Identification. Identification of all rental vessels shall be in accordance with U.S. Coast Guard, State and local regulations. For emergency identification in an area patrolled by aircraft, identification numbers shall be maintained on the top deck, to assist in identifying disabled vessels. (B)

23. Chase Boats. Emergency chase boats, if required, shall be maintained in sufficient numbers for responsive, efficient emergency operation. (A)

H. ORIENTATION/INTERPRETATION

24. Visitor Safety Orientation. The concessioner is responsible for ensuring that the renting operator is capable of handling the boat being rented. Prior to releasing the vessel to the visitor, specific written and verbal operating instructions must be given to the operator to assure that they are aware of any problems which may arise while the vessel is being rented. Instructions and information may include emergency procedures and equipment, navigational "rules of the road," regulations and permit requirements concerning restricted areas, river closings and access areas, weather conditions as well as proper disposal of garbage and trash.

If required in the contact/permit or operating plan, loading/off-loading and operational instructions for more specialized vessels (i.e., sailboats, houseboats) shall be accomplished in an area separate from launching/haul-out areas for visitors with their own vessels, and away from authorized tour vessel operations. (A)

25. Interpretation. If required in the contract/permit or operating plan, informational/interpretive material will be given to visitors prior to the rental. If the concessioner provides interpretive material, all content and media will be approved by the superintendent prior to the use. (B)

I. OTHER

26. Transportation. If pickup or drop-off transportation services are provided, the concessioner shall provide timely and adequate service. Vehicles used to transport visitors shall be safe, well-maintained, in good physical condition and have a clean appearance. (A)

27. Storage Lockers. Storage lockers, if provided must have adequate ventilation, be kept clean, painted, be of sturdy construction, uniform in size and not exceed maximum size as determined by the superintendent. (C)

28. Public Signs. Refer to General Standard, Element No. 3. (C)

29. Vending. Refer to General Standard, Element No. 16. (B)

30. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Form 10-818
(9/87)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

PERIODIC CONCESSION EVALUATION REPORT

Boat Rental Operations

Standard No. XVIII

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ____
2.	Grounds (B) ____
3.	Garbage and Trash (B) ____
	B. FACILITY INTERIOR
4.	Public Restrooms (A) ____
5.	Public and Other Areas (B) ____
	C. OPERATIONAL
6.	Employee Performance (A) ____
7.	Employee Attitude (A) ____
8.	Employee Appearance (A) ____
9.	Operating Hours (B) ____
10.	Staffing (A) ____
	D. RATES
11.	Authorized Rates (A) ____
12.	Posting of Rates (B) ____
13.	Reservation and Deposit Refunds (B) ____
	E. RENTAL SERVICES
14.	Rental Agreements (B) ____
15.	Order of Rental (A) ____
16.	Rental Registers (B) ____
17.	Authorized Rentals (A) ____
	F. RENTAL EQUIPMENT
18.	Maintenance (A) ____
19.	Sanitation Equipment (A) ____
20.	Other Equipment (A) ____
	G. SAFETY
21.	Safety Equipment (A) ____
22.	Vessel Identification (B) ____
23.	Chase Boats (A) ____
	H. ORIENTATION/INTERPRETATION
24.	Visitor Safety Orientation (A) ____
25.	Interpretation (B) ____
	I. OTHER
26.	Transportation (A) ____
27.	Storage Lockers (C) ____
28.	Public Signs (C) ____
29.	Vending (B) ____
30.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR PRIMITIVE/RUSTIC LODGING - NO. XIX

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. This does not apply to specific lodging rooms or tents. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. In addition to General Standard, Element No. 11, the following shall apply: When closed, instructions shall be conspicuously posted,

illuminated, and provide information as to contacting the management and procedures to follow in event of emergencies. (B)

12. Staffing. Refer to General Standard, Element No. 12. (A)

13. Reservations and Deposit Refunds. Reservation, cancellation and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and contained in appropriate advertising material rate schedule and/or Operating Agreement as approved by the Superintendent. (B)

14. Accommodation Availability. Accommodations shall be made available to guests within a reasonable period. Guest should not be required to wait in excess of 2 hours from the established check-out time for the facility and should never be later than 4:00 p.m. Security shall be provided for visitors' luggage until their accommodations become available. (B)

15. Identification of Area. Each lodging facility must have an adequate and easily identifiable area for registration and check-out purposes. (C)

16. Informational Material. The registration area shall have general park and concession information available, such as operating hours for park and concessioner services and activities. (C)

D. RATES.

17. Authorized Rates. Refer to General Standard, Element No. 13. (A)

18. Posting of Rates. In addition to General Standard, Element No. 14, the following will apply: Rates will be posted in accommodations or will be conspicuously posted at the registration area. (B)

E. ACCOMMODATIONS

19. Unit Organization. Accommodations must contain adequate space for guests to move about comfortably, yet not contain unnecessary furniture or oversized furniture that results in a congested appearance. Furniture should be so placed as to not impede free movement within the accommodation and to result in a well organized unit. (C)

20. Furniture and Furnishings. Each unit shall be adequately furnished and equipped to meet visitor needs. This includes a sufficient number of chairs, tables, wastebasket(s), ash tray(s), and coat hangers. All furniture and accessories are to be clean, free of dust and stains, and in good condition. Cooking utensils, flateware and dishes shall be clean when provided. Clearance of wood and oil stoves to combustible materials, including partitions and walls constructed with wood studs, shall not be less than that recommended by Underwriters Laboratories, Inc. Fireproof pads shall be placed under wood burning stoves to prevent fire. (B)

21. Window Coverings. All window coverings including draperies, blinds, and shades must be cleanable and designed to provide for the guests' privacy. Such coverings must effectively shut out light from outside sources. (B)

22. Floors, Walls, Ceilings, and Windows. Floors and floor coverings must be clean, untorn, and free of litter. Wood floors shall be either painted or well sealed. Area rugs must be treated to prevent slippage. Walls, ceilings, and windows shall be clean. (B)

23. Bedding. All bedding provided must be clean, untorn, free of stains and of the proper size for the mattress. Depending on location and climatic conditions, a second blanket for each bed should be available, preferably in the room, but at a minimum obtainable at the registration area. (A)

24. Bed Condition. Mattresses are to be clean, odorless, non-sagging, free of lumps and protruding tufts, and sized to fit the bed frame or springs. Springs are to be non-protruding, quiet and unbroken. Frames are to be clean and in good condition. All cots provided in furnished units (i.e., tents) shall be durable, clean, odorless, and in good condition. Sagging is to be minimal and consistent with the normal expectation of a camping experience. (A)

25. Illumination. Sufficient lamps must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided and the bulbs must be at least 75 watts. However, the bulb wattage is not to exceed the specification printed on the specific light fixture. (C)

    Tents or Other Facility without Electrification. At least one L.P. lantern per furnished tent shall be provided. (B)

26. Environment. All units are to be well ventilated, odorless, and free of insects and rodents or evidence thereof Doors and windows, including screens, are to be sufficently tight to preclude the entry of rodents and insects. (B)

27. Security. All doors and windows accessible to the unit must have adequate, operable locking devices and must be changed as necessary to preclude theft problems. Doors shall have a double locking system from the inside. Canvas-sided buildings are excluded from the double locking requirement, with the stipulation that other means of providing security for visitors' valuables is available. (A)

28. Utilities and Appliances. Heaters, air conditioners, and other appliances (stoves, refrigerators, etc.) must be in good condition, operable, adequate, clean and reasonably quiet, and available as required by the Superintendent. Clear instructions concerning their use must be provided and conspicuously located. Handles

for wood stoves shall be provided for the removable plates. Spark arresters and stove flues must be cleaned regularly and must be in good condition. (A)

F. BATHROOMS (individual or central)

29. Linen. Where required, quality, clean linens, in good condition, shall be provided. There shall be one large bath-sized towel and one face cloth per person. In the event baths are used in common, linens are to be placed in the unit. (A)

30. Soap. There shall be at least one individually wrapped soap bar per person. In the event bathrooms are used in common, the requirement remains the same and supplies shall be placed in the unit. (B)

31. Toilet Tissue. Toilet tissue must be of good quality and conveniently located. One roll or package must be held in reserve and conveniently located. (B)

32. Wastebaskets. Each bathroom shall contain one clean wastebasket that is in good repair. In the event bathrooms are used in common, the waste container in the women's restrooms shall be covered. (C)

33. Drinking Containers. Where required, for each person there must be one sanitized, wrapped drinking glass or single service cup. Where single service cups are used, they must be stored in a clean, properly sized, enclosed dispenser that is designed for that purpose, if not wrapped. When ice is available, each unit is to contain a clean ice bucket. (B)

34. Shower Enclosures. Shower or tub curtains must be untorn, clean, and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures (hinged and sliding doors) must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding door tracks must be clean and in good repair. (B)

35. Tub/Shower. Shower and bath tubs shall be clean, unspotted, reasonably free of stains, inside and out, and in

good condition. Tubs and showers must be equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are tightly secured, clean, free of mildew, and untorn. (A)

36. Fixtures. Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., shall be clean, unpitted, and free of cracks. (A)

37. Environment. Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceiling, doors and windows are to be clean and mildew free. (A)

G. OTHER

38. Vending. Refer to General Standard, Element No. 16. (B)

39. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-619

Form 10-619
(8/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Primitive/Rustic Lodging
Standard No. XIX

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. (CONT'D)		E. (CONT'D)
1.	Structure Condition (B) ___	14.	Accommodation Availability (B) ___	27.	Security (A) ___
2.	Grounds (B) ___	15.	Identification of Area (C) ___	28.	Utilities and Appliances (A) ___
3.	Public Signs (C) ___	16.	Informational Material (C) ___		F. BATHROOMS
4.	Garbage and Trash (B) ___		D. RATES	29.	Linen (A) ___
	B. FACILITY INTERIOR	17.	Authorized Rates (A) ___	30.	Soap (B) ___
5.	Public Restrooms (A) ___	18.	Posting of Rates (B) ___	31.	Toilet Tissue (B) ___
6.	Public Signs (C) ___		E. ACCOMMODATIONS	32.	Wastebaskets (C) ___
7.	Public and Other Areas (B) ___	19.	Unit Organization (C) ___	33.	Drinking Containers (B) ___
	C. OPERATIONAL	20.	Furniture and Furnishings (B) ___	34.	Shower Enclosures (B) ___
8.	Employee Performance (A) ___	21.	Window Coverings (B) ___	35.	Tub/Shower (A) ___
9.	Employee Attitude (A) ___	22.	Floors, Walls, Ceilings and Windows (B) ___	36.	Fixtures (A) ___
10.	Employee Appearance (A) ___	23.	Bedding (A) ___	37.	Environment (A) ___
11.	Operating Hours (B) ___	24.	Bed Condition (A) ___		G. OTHER
12.	Staffing (A) ___	25.	Illumination (C) (B) ___	38.	Vending (B) ___
13.	Reservation and Deposit Refund (B) ___	26.	Environment (B) ___	39.	Beverage Container Guidelines (B) ___

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR GOLF COURSES - STD. NO. XX

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5 (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard Element No. 7. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10 (A)

11. Operating Hours. Refer to General Standard, Element No. 11. (B)

12. Staffing. In addition to General Standard, Element No 12 if lessons are offered, a qualified P.G.A.

teaching professional or equivalent shall be available. Also the service of a qualified golf course superintendent shall be available at all times. (A)

D. RATES

13. Authorized Rates. Refer to General Standard, Element No. 13. (A)

14. Posting of Rates. Refer to General Standard, Element No. 14. (B)

15. Sale Verification. Refer to General Standard, Element No. 15. (C)

16. Rain Check and Deposit Refunds. Rain check, cancellation, and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled, and be contained in an appropriate advertising material, rate schedule and/or Operating Agreement as approved by the Superintendent and in conformance with Chapter 29. (B)

17. Rental Service Verification. All equipment rentals shall be accurately and legibly recorded. Receipts shall be given for all equipment rental transactions. (C)

E. EQUIPMENT AND SERVICES

18. Authorized Equipment. The number and type of rental equipme eet the specifications of the contract or permit, park planning documents, and be consistent with services determined necessary and appropriate by the Superintendent. (A)

19. Maintenance. Rental equipment shall be in good operating condition, and have a clean, well-maintained appearance. Interior and exterior shall be free of rust, chipped or peeling paint, or excessively worn seating/benches. A preventive maintenance program shall be established and followed for each rental vehicle. (A)

20. Equipment. All vehicles rented to visitors shall have the appropriate safety equipment.

21. Visitor Orientation/Instruction. The clubhouse (sales area) shall be arranged and signed to guide the visiting player to the course or driving range with minimum congestion.

    Each group of players shall be provided with a score card typical of the industry which includes a map or diagram of the course, the rules of golf which apply, both general and specific, and appropriate safety instructions (lighting, etc.) (C)

22. Order of Rental and Starting. The concessioner shall rent equipment, sell tickets and assign starting times to eligible visitors on a first come, first served basis. (A)

F. GOLF COURSE PROPER.

23. Accessories.

    Markers. At least one pair of tee markers shall be provided at each tee. Additional pairs may be provided to indicate tee-off position for different levels of skill. Markers should be color coded according to accepted golfing practice.

    Ball Washers. Ball washers shall be provided as specified in the contract. Any ball washers on the course shall be in good repair with an adequate level of clean washing solution and one or more towels.

    Benches. Benches shall be maintained in a safe and usable condition.

    Flags. Greens shall be marked with standard numbered flags; when the course is designed so that two or more sets of similar number exist, they shall be differentiated by color, shape or other easily recognizable means. (A)

24. Maintenance of Golf Course. The various features of the golf course; i.e., tees, greens, fairways, roughs, traps, etc., will be maintained in accordance with current standard for golf course and turfgrass management. (A)

G. OTHER

25. Informational Material. The registration area shall have general park and concession information available such as operating hours for park and concessioner services and activities. (C)

26. Practice Facilities. Practice greens and driving ranges shall be maintained in a condition such that they serve their intended use in a safe and pleasing manner. (A)

27. Vending. Refer to General Standard, Element No. 16 (B)

28. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-620

Form 10-620 (8/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Golf Course Operations
Standard No. XX

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ___
2.	Grounds (B) ___
3.	Public Signs (C) ___
4.	Garbage and Trash (B) ___
	B. FACILITY INTERIOR
5.	Public Restrooms (A) ___
6.	Public Signs (C) ___
7.	Public and Other Areas (B) ___
	C. OPERATIONAL
8.	Employee Performance (A) ___
9.	Employee Attitude (A) ___
10.	Employee Appearance (A) ___
	C. (CONT'D)
11.	Operating Hours (B) ___
12.	Staffing (A) ___
	D. RATES
13.	Authorized Rates (A) ___
14.	Posting of Rates (B) ___
15.	Sales Verification (C) ___
16.	Rain check Deposit & Refund Policy (B) ___
17.	Rental Service Verification (C) ___
	E. EQUIPMENT & SERVICES
18.	Authorized Equipment (A) ___
19.	Maintenance (A) ___
20.	Equipment (B) ___
	E. (CONT'D)
21.	Visitor Orientation & Instruction (C) ___
22.	Order of Rental and Starting (A) ___
	F. GOLF COURSE PREP.
23.	Accessories (A) ___
24.	Maintenance of Golf Course (A) ___
	G. OTHER
25.	Informational Material (C) ___
26.	Practice Facilities (A) ___
27.	Vending (B) ___
28.	Beverage Container Guidelines (B) ___

Note: Food and Beverage Service and Merchandising should be evaluated on applicable items.

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					( ) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					( ) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR SWIMMING POOL FACILITIES -NO. XXI

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2, except that all pools shall be enclosed with a fence at least 6 feet high. The fencing should be of a type that cannot be easily climbed. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Notices and Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. (B)

C. OPERATIONAL

8. Employee Performance. In addition to General Standard, Element No. 8, the concessioner's employees (lifeguards) shall possess a current First Aid Card or equivalent. Lifeguards (where required) must always stay in the immediate vicinity of their assigned posts while pool is in operation. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. Refer to General Standard, Element No. 11. (B)

12. Staffing. A qualified lifeguard shall be on duty during all bathing hours. When a lifeguard is not provided, a warning sign to that effect shall be placed in plain view and the pool shall neither be used by children without an adult attendant nor by adults swimming along. (A)

D. BATHHOUSE

13. Shower Stalls. Shower stalls including floor, walls, ceiling, doors, and attachments shall be clean, well maintained, ventilated, and adequately illuminated, free from litter, mildew, and offensive odors. (B)

14. Flooring. Flooring shall be equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are securely fastened. (A)

15. Dressing Area and Clothes Storage. Either lockers or clothes hooks are to be provided and conveniently located. (B)

16. Security. Arrangements for the safekeeping of guests valuables should be provided or sign shall be conspicuously posted stating that the management is not responsible for guest valuables. (B)

E. SWIMMING POOL AND POOL AREA

17. Walls (sides) and Floors. Pool walls and floor surfaces shall be clean, smooth, impervious, and free of algae. Overflow gutters shall be clean, unblocked, and in good working order. (A)

18. Apron Area. Pool shall be surrounded by an impervious apron extending at least 4 feet from the edge of the pool. Apron and coping shall be kept clean and free of cracks. (B)

19. Depth Markings. Depth markings of 4 inches minimum height shall be placed at regular intervals along the pool periphery and spaced at not more than 25

foot increments. Small pools shall have markings at the deep end and shallow ends and at the 5 foot point. (B)

20. Ladders. A means of egress shall be provided at end of the pool and also at the shallow end if the distance from the apron is greater than 2 feet. One mode of egress shall be provided for each 75 feet of pool perimeter, but in no case less than two seperate models shall be provided. Ladders shall have a clearance of not more than 6 inches, nor less than 3 inches between ladder and pool wall, shall be equipped with handrails and non-slip surfacing. (B)

21. Water Quality and Filtration System. Water shall be clean and free of algae and all State and/or local standards shall be followed. (A)

F. SAFETY

22. First Aid Kit. A standard 24-unit first aid kit shall be kept filled and readily accessible for emergency use. (A)

23. Reaching Poles and Buoys. One or more light poles, no less than 12 feet long, shall be available for making reaching assists. One or more buoys in good condition not more than 15 inches in diameter shall be available at strategic points adjacent to the pool. (A)

G. OTHER

24. Vending. Refer to General Standard, Element No. 16. (B)

25. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-621

Form 10-621
(8/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Swimming Pool Facilities
Standard No. XXI

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. (CONT'D)		E. (CONT'D)
1.	Structure Condition (B) ___	10.	Employee Appearance (A) ___	19.	Depth Markings (B) ___
2.	Grounds (B) ___	11.	Operating Hours (B) ___	20.	Ladders (B) ___
3.	Public Signs (C) ___	12.	Staffing (A) ___	21.	Water Qual./Fil. Sys. (A) ___
4.	Garbage and Trash (B) ___		D. BATH HOUSE		F. SAFETY
	B. FACILITY INTERIOR	13.	Shower Stalls (B) ___	22.	First Aid Kit (A) ___
5.	Public Restrooms (A) ___	14.	Flooring (A) ___	23.	Reaching Poles and Buoys (A) ___
6.	Public Notices and Signs (C) ___	15.	Dressing Area & Clothes Storage (B) ___		G. OTHER
7.	Public and Other Areas (B) ___	16.	Security (B) ___	24.	Vending (B) ___
	C. OPERATIONAL		E. SWIMMING POOL AND POOL AREA	25.	Beverage Container Guidelines (B) ___
8.	Employee Performance (A) ___	17.	Walls (sides) and Floors (A) ___		
9.	Employee Attitude (A) ___	18.	Apron Area (B) ___		

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR CONCESSIONER OPERATED CAMPGROUNDS - NO. XXII

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard Element No. 1. Picnic tables are also to be included in this element. (B)

2. Grounds. Grounds shall be well maintained in accordance with approved maintenance agreement regarding mowing, pruning, and other grounds maintenance activities. Grounds are to be uncluttered and free of litter. This will include campground entrance, campsites, parking areas, trails/paths and other areas for which the concessioner is responsible or as outlined in the land assignment. The campground assignment will be regularly checked to locate and properly remove litter and property abandoned more than 24 hours. (B) or (C)

3. Public Signs. Refer to General Standard Element NO. 3. (B)

4. Garbage & Trash. Refer to General Standard Element No. 4. (A) or (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard Element No. 5. (A)

6. Shower Areas. Shower curtains or an appropriate enclosure must be of sufficient length and width to prevent water from flowing to outer areas as well as to assure privacy. Maintenance frequency shall be in accordance with the maintenance agreement. (B)

7. Water Supply. Water should be of sufficient temperature to be comfortable. If faucets are provided they must be accurately marked and operational. (A)

8. Public & Other Areas. The check-in area, offices, reception area and other areas shall be clean, properly illuminated, well maintained and have a fresh appearance. (B)

9. Public Signs. Refer to General Standard Element NO. 6. (C)

C. OPERATIONAL

10. Employee Performance. Refer to General Standard Element No 8. In addition, employees shall provide timely, accurate and complete information about activities, facilities and services available to the visitor in deciding which area would be suitable for their needs. Employees are to be knowledgeable of all programs, policies and regulations and be able to explain them to the visitor in a clear concise manner. Employees shall provide a basic level of visitor services as specified in the park operating plan. Performance should be indicative of good training. (A)

11. Employee Attitude. Refer to General Standard Element No. 9. (A)

12. Employee Appearance. Refer to General Standard Element No. 10. (A)

13. Operating Hours/Quiet Hours. Refer to General Standard Element No. 11. Quiet hours shall be maintained between hours of 10 p.m. & 6 a.m. and prominently displayed and easily visible to the public. (C)

14. Staffing. Refer to General Standard Element No. 12. (A)

15. Bulletin Board. Informational material such as local area maps, park regulations and campground regulations shall be provided to all visitors at no charge. Other approved material may be sold at the registration desk. Promotional material for commercial enterprises may be displayed only upon prior approval by the Superintendent. Material being sold is to be separately displayed from those items which are free.

    Bulletin board shall display timely, accurate and complete information about park activities and facilities, as well as services available, references and directions to lost and found area, public telephone, as well as to local facilities, i.e., store, service stations and hospital for non emergency care. Provisions are made for delivering emergency messages to guests in a timely effective manner. Routine messages for guests shall be displayed on the board in a designated area. (B)

D. RATES

16. Authorized Rates. Refer to General Standard No. 13. (A)

17. Posting of Rates. Refer to General Standard No. 14. (B)

18. Sales Verification. Refer to General Standard Element No. 15. Site assignment stubs or tickets may be substituted for sales receipt. (C)

19. Reservations. Where reservation systems are implemented the system must be (1) in accordance with the park operating plan, and (2) be approved by the Superintendent. (A)

E. SITE RENTAL OPERATION

20. Order of Rental. At those campgrounds not on a reservation system, rental rental shall be on a first come, first served basis. (C)

21. Registers. An accurate up-to-date register shall be kept on all site rentals. The register shall include name, date of rental, and license number of vehicle(s) of the party. Rental agreements shall conform to applicable legal requirements and be approved by the Superintendent prior to adoption and use. Agreement shall include (1) provision that the occupant will abide by campsite rules as a condition of rental, (2) check-out time, which shall be reasonable and consistent with campground industry and (3) Prohibition statement on subletting or renting to a second party. (B)

22. Authorized Rentals. Campsites may only be rented to parties whose camping equipment and/or recreational vehicle is suitable to the site to be occupied. Group size, duration of stay, and number of vehicles or tents per site shall not exceed the number approved in the operating plan. Additionally, campsites shall not be rented, used or reserved in any way by any persons for the purpose of promotional display or sale of campground accessories, on-site advertising of any nature or for any type of business or commercial enterprise. (A)

23. Parking. Parking in campgrounds will be allowed only in designated areas approved by the Superintendent. Only the maximum number of vehicles authorized by the Superintendent will be permitted per site. (B)

24. Passports. Concessioner shall honor all NPS Golden Age and Golden Access Passports. (A)

25. Length of Stay. Maximum length of stay must be enforced fairly and evenly whenever campground reaches capacity. (C)

F. CAMPGROUND OPERATIONS

26. Maintenance of Campground Sites. Individual sites will be maintained in accordance with approved maintenance agreement. All hook-ups will be repaired as necessary to ensure safe operation. Tables and fire grates shall be reasonably free of vandalism and/or graffiti and repaired as necessary to assure proper function. (A)

27. Park Regulations. Campground Regulations will be provided and explained to each camper upon registration. Park Officials are to be informed promptly of violators who do not comply with these regulations. (A)

28. Search Service. All search incidents are to be reported and coordinated with park officials. Incident reports are to be provided immediately to appropriate park officials, with detail description and information concerning the individual(s). (A)

29. Fire Control. Concessioner shall report all fires to park officials, and assist in the initial attack of fires originating from the campground areas to the extent required under the approved operating plan. (A)

30. Dumping Station. A designated area, approved by the Superintendent, shall be established for the purpose of discarding sewage. This site is to be located away from rental campsites in order for it not to be offensive to the camper. Concessioner will be responsible for following any State and/or County codes which are applicable. (A)

31. Pets. Pets must be kept confined or leashed at all times. (B)

32. Mechanical Repairs. No major mechanical work may be performed on any vehicles within the campground site. (C)

G. Other

33. Vending. Refer to General Standard Element No. 16. (C)

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-632

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

Form 10-632
(Rev. 9/83)

PERIODIC CONCESSION EVALUATION REPORT
(Concessioner Operated Campgrounds)

Standard No. XXII

REGION	PARK
NAME OF CONCESSIONER	FACILITY SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up inspections will be conducted to determine corrective action taken.

ELEMENTS CLASSIFICATION
(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. (CONT'D)		E. (CONT'D)
1.	Structure Condition (B) ___	12.	Employee Appearance (A) ___	23.	Parking (B) ___
2.	Grounds (B) or (C) ___	13.	Operating/Quiet Hours (C) ___	24.	Passports (A) ___
3.	Public Signs (B) ___	14.	Staffing (A) ___	25.	Length of Stay (C) ___
4.	Garbage and Trash (A) or (B) ___	15.	Bulletin Board (B) ___		F. CAMPGROUND OPERATIONS
	B. FACILITY INTERIOR		D. RATES	26.	Maint. of Sites (A) ___
5.	Public Restrooms (A) ___	16.	Authorized Rates (A) ___	27.	Park Regulations (A) ___
6.	Shower Areas (B) ___	17.	Posting of Rates (B) ___	28.	Search Service (A) ___
7.	Water Supply (A) ___	18.	Sales Verification (C) ___	29.	Fire Control (A) ___
8.	Public and Other Areas (B) ___	19.	Reservation (A) ___	30.	Dumping Station (A) ___
9.	Public Signs (C) ___		E. SITE RENTAL OPERATION	31.	Pets (B) ___
	C. OPERATIONAL	20.	Order of Rental (C) ___	32.	Mechanical Repairs (C) ___
10.	Employee Performance (A) ___	21.	Registers (B) ___		G. OTHER
11.	Employee Attitude (A) ___	22.	Authorized Rentals (A) ___	33.	Vending (B) ___

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					( ) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					( ) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR MOUNTAINEERING GUIDE SERVICES, NO XXIII

A. OPERATIONAL

1. Employee Performance. The skill and competency levels of each guide is commensurate with the climbing and guiding services that he/she is responsible for. At no time will the concessioner allow guides to provide services that exceed the skills, experience or competency level of the employee. Active introductory training programs for new employees and retraining programs for experienced employees shall be conducted on an ongoing basis for the development and/or advancement of the necessary skills and techniques for the job. These sessions shall stress work performance, safety and first aid, climbing ethics, employee attitudes, NPS philosophy and policy and knowledge of park rules and regulations. All employees, especially guides must meet the qualification requirements, including first aid, as established in the contract/permit or operational plan. (A)

2. Employee Attitude. Refer to General Standard, Element No. 9. (A)

3. Employee Appearance. Refer to General Standard, Element No. 10. (A)

4. Operating Hours. Refer to General Standard, Element No. 11. (B)

5. Staffing. Refer to General Standard, Element No. 12. (A)

6. Client/Guide Ratio. Client/Guide ratios, including any party size limitations as advertised by the concessioner, shall be adhered to, as specified in the contract/permit or operational plan. (A)

7. Backcountry Registration. The concessioner shall be responsible for complying with any and all registration requirements, as specified in the contract/permit or operational plan. (A)

B. RATES

8. Authorized Rates. Refer to General Standard, Element No. 13. (A)

(STANDARD EFFECTIVE JANUARY 1, 1986)

9. Posting of Rates. Refer to General Standard, Element No. 14. (B)

10. Reservation and Deposit Refunds. Reservation, cancellation and deposit refund policies shall be reasonable, efficiently handled and be contained in appropriate advertising material, rate schedule and/or operating plan as approved by the Superintendent, and in conformance with Chapter 29 of NPS-48. (B)

C. EQUIPMENT

11. Condition. All mountaineering related equipment, including but not limited to climbing ropes, hardware, protective clothing equipment and boots, either supplied or rented by the concessioner, is to be in good repair for its intended use. All equipment should be periodically inspected to ensure adherence to this standard, any defective equipment shall be immediately repaired, removed or replaced. (A)

12. Adequacy. All mountaineering equipment supplied or rented by the concessioner shall be of the type and quantity suitable to the climbing and guiding situations experienced within each respective park area. (A)

D. SAFETY

13. Client Orientation. The concessioner, or his/her representative, shall inform visitors prior to, and during the climb or hike, of the nature and/or demands of the particular service the client is requesting. This orientation should include any inherent dangers associated with the trip, physical requirements, trip length, personal equipment needed and any other information pertinent to the overall experience. (A)

14. Safety. The concessioner shall ensure all clients are adequately prepared or supplied with any equipment needed for a safe climb or guiding tour. The concessioner shall require the use of all safety equipment while engaged in any climbing or guided activity. All guides shall carry adequate first aid supplies while engaged in climbing and will monitor clients' physical and mental condition. (A)

(STANDARD EFFECTIVE JANUARY 1, 1986)

E. ENVIRONMENTAL PROTECTION

15. Camping/Sanitation. All contract/permit or operating plan requirements for camping, either designated or bivouac, are closely adhered to. In addition, all sanitation disposal, including human waste disposal and garbage and trash, are followed according to the procedures approved by the Superintendent. (B)

16. Climbing Ethics. Concessioners shall encourage the practice of clean climbing and minimum impact camping, both on the mountain and on the lower elevation approaches. (C)

F. SERVICES

17. Interpretation. All guides must be trained to describe attractions, comment on resources of the area and inform patrons of area regulations and the purposes behind the establishment of the park in which they are climbing. Information must be accurate, pertinent and complete. Concessioners should consult with park's staff in developing training (see NPS 6, Chapter 7, page 2 of Interpretation and Visitor Services Guidelines). (B)

18. Food Services. All food provided by the concessioner shall consist of sufficient quantity and good quality to sustain party members for the duration of the climb. Sanitary food handling and storage practices are utilized to prevent food borne illnesses. (A)

(STANDARD EFFECTIVE JANUARY 1, 1986)

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-623

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Mountaineering Guide Services)
Standard No. XXIII

Form 10-623
(6/80)

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The element(s) checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up inspections will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. OPERATIONAL		C. EQUIPMENT		E. ENVIRONMENTAL PROTECTION
1.	Employee Performance (A) ____	11.	Condition (A) ____	15.	Camping/Sanitation (B) ____
2.	Employee Attitude (A) ____	12.	Adequacy (A) ____	16.	Climbing Ethics (C) ____
3.	Employee Appearance (A) ____				
4.	Operating Hours (B) ____				
5.	Staffing (A) ____				
6.	Client/Guide Ratio (A) ____		D. SAFETY		F. SERVICES
7.	Backcountry Registration (A) ____	13.	Client Orientation (A) ____	17.	Interpretation (B) ____
		14.	Safety (A) ____	18.	Food Services (A) ____
	B. RATES				
8.	Authorized Rates (A) ____				
9.	Posting of Rates (B) ____				
10.	Reservation and Deposit Refunds (B) ____				

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY