

Muir Woods National Monument
Commercial Carrier Parking Reservation System
Frequently Asked Questions (FAQ)

Q. Why did the National Park Service decide to implement this reservation system?

A. Visitation to Muir Woods National Monument has increased significantly in recent years, and the commercial carrier reservation system will help enable the park to proactively manage vehicular and visitor arrivals to enhance the visitor experience and safety, as well as protect the health of the Redwood Creek Watershed. The National Park Service is implementing two distinct reservation systems in 2018: one managed through a concession contract for private occupancy vehicle parking and shuttle reservations, and one for commercial carriers managed through recreation.gov. Together, these reservation systems will effectively address overcrowding, traffic congestion, parking, and safety issues.

Q. Who will be managing the commercial carrier reservation system?

A. The reservation system for commercial carriers will be operated by recreation.gov, the preferred vendor for 12 federal Participating Partners including the National Park Service. Recreation.gov offers advance reservations at 2,500 federal areas for over 60,000 facilities and activities. Golden Gate National Recreation Area (GGNRA) will continue to locally manage its CUA program, including the application process, granting access to recreation.gov, and oversight of commercial carrier operations in Muir Woods.

Q. How will this impact commercial carriers who currently bring visitors to Muir Woods?

A. All commercial carriers will be required to have an advance reservation for a parking space in Muir Woods before entering the park starting on May 15, 2018. The existing commercial vehicle parking area at Muir Woods will be restricted to only commercial carriers that have an advance parking reservation. Currently not all commercial carriers who bring visitors to Muir Woods are required to have a CUA, depending on their frequency of visits; however, under the new reservation system, all commercial carriers will need a valid CUA in order to access the reservation system and book parking reservations. School and other educational groups are not necessarily subject to this requirement and should contact the Muir Woods Interpretation and Education team at (415) 561-2850 prior to arrival to coordinate an approved time and parking location.

Q. When can I begin making reservations?

A. Commercial carrier parking reservations will be required beginning May 15, 2018. The reservation system on recreation.gov will be accessible beginning February 15, 2018, ninety (90) days in advance. Until May 14, 2018, all commercial parking spaces in Muir Woods National Monument will continue to be on a first-come, first-served basis.

Q. How do I make a reservation?

A. Access to the recreation.gov reservation system will be restricted to authorized commercial carriers that have a current and valid CUA with GGNRA. Commercial carriers will need to contact GGNRA to complete the application process for a CUA prior to being granted access to the reservation system. The application process will begin in January 2018. Detailed instructions about how to make a reservation will be provided once your application has been approved.

Q. How do I get a CUA so I can access the reservation system?

A. Note that you do not need reservations until May 15, 2018 and we are not accepting CUA applications for the May 15, 2018 effective date until after January 12, 2018. On January 12, GGNRA will distribute applications to all current CUA holders, and all operators will be able to download the CUA application through the GGNRA website: <https://www.nps.gov/goga/learn/management/cua.htm>. If you do not have access to the Internet, please call 415-561-4948 and an application will be mailed to you.

Q. For each CUA holder, how many users can access the reservation system?

A. Only one email address/username from each CUA holder will be allowed to access the system. Only one CUA will be granted per company, corporation, institution, organization, etc.

Q. Do I really need a reservation?

A. Yes. Reservations are required during all hours of operation beginning May 15, 2018, 365 days per year. Commercial carriers that do not have a parking reservation will not be allowed to access the commercial parking area, nor will they be able to drop off passengers at Muir Woods.

Q. How long does my reservation last?

A. Most reservations are 1-hour 45-minute time slots. Some reservations at the close of the day are 1-hour time slots. Commercial carriers must arrive and depart within their time slot.

Q. What are the reservation time slots?

A. Reservation time slots are pre-determined and vary depending on closing hours at Muir Woods. The time slots are as follows:

Summer May 15, 2018 - Sep 15, 2018	Winter Sep 16, 2018 - Mar 10, 2019
8:00 AM - 9:45 AM	8:00 AM - 9:45 AM
8:45 AM - 10:30 AM	8:45 AM - 10:30 AM
9:00 AM - 10:45 AM	9:00 AM - 10:45 AM
10:00 AM - 11:45 AM	10:00 AM - 11:45 AM
10:45 AM - 12:30 PM	10:45 AM - 12:30 PM
11:00 AM - 12:45 PM	11:00 AM - 12:45 PM
12:00 PM - 1:45 PM	12:00 PM - 1:45 PM
12:45 PM - 2:30 PM	12:45 PM - 2:30 PM
1:00 PM - 2:45 PM	1:00 PM - 2:45 PM
2:00 PM - 3:45 PM	2:00 PM - 3:45 PM
2:45 PM - 4:30 PM	2:45 PM - 4:30 PM
3:00 PM - 4:45 PM	3:00 PM - 4:45 PM
4:00 PM - 5:45 PM	4:00 PM - 5:00 PM
4:45 PM - 6:30 PM	
5:00 PM - 6:45 PM	
6:00 PM - 7:45 PM	
6:45 PM - 7:45 PM	

Q. Do the passengers on my bus or van need a reservation?

A. No. Reservations are for motorized vehicle access to the park, not for a visitor's individual entrance into the Monument. Your vehicle passengers will not make a reservation. All visitors to Muir Woods National Monument will still be subject to the park Entrance Fees, which can be paid upon arrival.

Q. Can I make a same-day reservation?

A. Yes, subject to availability. However, reservations may not be made on-site and therefore must be made off-site prior to your arrival.

Q. Is there any Wi-Fi or phone signal available to make reservations on-site?

A. No. Reservations are not allowed to be made on-site. There is no public Wi-Fi at Muir Woods, and cellular phone service is very unreliable.

Q. How far in advance can I make a reservation?

A. Reservations can be made up to three (3) months in advance. Approximately one third of all commercial parking spaces in Muir Woods National Monument will be available three (3) months in advance, one third available one (1) month in advance, and one third available three (3) days in advance. This staggered release of reservations is based on feedback provided by existing CUA holders and standards in the industry.

Q. Is there a limit on the number of reservations I can make?

A. Yes. Each CUA holder will only be allowed to make up to six (6) parking reservations per day, and can have no more than two (2) overlapping reservations at any given time during the day.

Q. Are there restrictions on vehicle length for parking spaces?

A. Yes. There are six (6) parking spaces designated for medium sized vehicles up to twenty-two (22) feet in length, and six (6) parking spaces designated for large sized vehicles over twenty-two (22) feet and up to thirty-five (35) feet in length, for a total of twelve (12) parking spaces for commercial carriers. Note that vehicles twenty-two (22) feet or less in length may not reserve or park in the large spaces that are designated for vehicles over twenty-two (22) feet in length only.

Q. Are there restrictions on vehicle length on the roads to/from Muir Woods?

A. Yes. Currently vehicles over thirty-five (35) feet in length are prohibited from traveling certain roads to/from Muir Woods that are within the jurisdiction of Marin County. Additionally, there is currently a proposal by Marin County to restrict vehicle length on Upper Muir Woods Road to thirty (30) feet. Note that this proposed restriction is only for Upper Muir Woods Road. Thus, vehicles up to thirty-five (35) feet in length would continue to be able to access Muir Woods coming from Highway 1 through Muir Beach and up to Muir Woods. A merit hearing for the new proposal will be held by Marin County on January 9, 2018 at 10:30am. For more information, please contact Marin County Department of Public Works at <https://www.marincounty.org/depts/pw/contact-us>.

Q. How much will it cost to make a reservation?

A. When making a parking reservation through recreation.gov, the fee for a medium size parking space for vehicles up to 22 feet will be \$30 per reservation. The fee for a large parking space for vehicles over 22 feet to 35 feet in length will be \$45 per reservation. This includes all transaction and service fees.

Q. How much does a CUA cost?

A. Beginning May 15, 2018 the following fees for CUAs will apply for accessing Muir Woods and all other GGNRA lands. The annual application fee for a Commercial Carrier CUA will be \$300. Placards will still be required to access all GGNRA lands, including Muir Woods National Monument; however, placards will be provided free of charge. A new Management Fee will be charged based on the number of clients accessing GGNRA lands (including Muir Woods) on a commercial carrier. This fee will be \$5 per client, and will be remitted to GGNRA on a quarterly basis. Reservation fees for Muir Woods will be credited against Management Fees owed, so the CUA holder pays the greater of the two fees.

Summary of Fees:

Type	Current Fee (through May 14, 2018)	New Fee (effective May 15, 2018)	Conditions
CUA Application Fee	\$600	\$300	Annual
GGNRA CUA Placard	\$225	No charge	Required for all commercial vehicles in all areas of GGNRA, including Muir Woods
Management Fee	N/A	\$5	Per client/visitor; required for all areas of GGNRA, including Muir Woods
Muir Woods Reservation Fee	N/A	\$30 (vehicles up to 22 ft) \$45 (vehicles 23-35 ft)	Per visit; required only at Muir Woods

Q. When and how do I pay the Management Fee?

A. All commercial carrier CUA holders will be required to submit periodic reports, which include basic operational information such as trip dates, number of trips per date, and total number of people per trip. When submitting reports, the CUA holder must also submit their management fee of \$5 per individual less the Muir Woods Reservation Fees paid by that CUA holder within the applicable time period. For example, a CUA holder with a large vehicle (23-35 feet) that visits Muir Woods twenty (20) times in a quarter (e.g. Oct-Dec) will have paid \$900 in reservation fees. The CUA holder then reports that the number of individuals, or clients, for the quarter totaled to 520 people. The CUA holder should submit a Management Fee of $(520) * (\$5) = \2600 (less) $\$900 = \mathbf{\$1700}$ for the quarter.

Q. NPS recently released a draft policy regarding fees for road-based commercial tours. How does this affect GGNRA’s fees and reservation system?

A. GGNRA will be adopting elements of the proposed policy early in order to reduce the number of changes made to local CUA policy in the upcoming years. The draft NPS policy would apply across all National Park units when finalized and can be found here: <https://parkplanning.nps.gov/document.cfm?documentID=81250>). Some aspects of the policy, such as those related to Entrance Fees, would not apply, as GGNRA does not have vehicle entrance stations throughout the park.

Q. When does GGNRA’s new policy and fee structure go into effect?

A. GGNRA’s new CUA policy and fee structure go into effect on May 15, 2018.

Q. Are reservations allowed to be sold or transferred to other companies?

A. No, reservations may not be sold or transferred to other companies. Violators will be subject to citation and/or suspension from the CUA program.

Q. What if I cannot make my reserved time?

A. Cancellations can be made up to three days before your reservation and will be subject to a cancellation fee of \$10. If you would like to change your reservation, you must cancel your current reservation (subject to the cancellation fee) and make a new one. If you decide not to use your reservation and do not cancel it within three days, reservation fees are not refundable. If you fail to show for five (5) or more parking reservations at Muir Woods, you may be temporarily suspended from the reservation system.

Q. How will NPS enforce parking reservations?

A. There will be increased oversight from Law Enforcement and other NPS staff. Violators will be subject to citation and/or suspension from the CUA program.

Q. Where can I park my privately-owned vehicle?

A. Privately owned vehicles (POVs) may not park in the commercial parking area of Muir Woods. For more information about reserving POV parking or seats on the Muir Woods shuttle, please visit www.GoMuirWoods.com.

Q. I am a tour guide. Can I make a reservation for commercial parking?

A. Only commercial carrier operators that have met all the requirements and have been issued a valid CUA by GGNRA may access the reservation system. Tour guides and other groups or organizations planning to visit Muir Woods that do not meet the CUA requirements or have a valid CUA with GGNRA are encouraged to partner with an authorized commercial carrier that has access to the reservation system. Beginning May 2018, a current list of authorized CUA holders will be available on the GGNRA website: <https://www.nps.gov/goga/learn/management/cua.htm>.