

**APPENDIX A  
FREQUENTLY ASKED QUESTIONS AND ANSWERS  
January 2008**

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## BACKGROUND

### **1. What is the *America the Beautiful - the National Parks and Federal Recreational Lands Pass* or "Interagency" Pass Program?**

A suite of annual and lifetime passes that provides an affordable and convenient way to visit Federal recreation lands. The program was mandated by Congress with the Federal Lands Recreation Enhancement Act of 2004 (REA).

See "Background", *Standard Operating Procedures*, Page 3.

### **2. When was the program introduced?**

January 1, 2007. See "Background", *Standard Operating Procedures*, Page 3.

### **3. Which agencies participate in the *America the Beautiful - the National Parks and Federal Recreational Lands Pass* or "Interagency" Pass Program?**

The National Park Service (NPS), Forest Service (USDA FS), Fish and Wildlife Service (FWS), Bureau of Land Management (BLM) and Bureau of Reclamation (Reclamation). See "Where are the Interagency Passes Accepted", *Standard Operating Procedures*, Page 24.

### **4. What happened to the National Parks Pass, Golden Eagle, Golden Age, and Golden Access Passports?**

These passes were replaced by the Interagency Pass Program with the implementation of REA. Golden Age and Golden Access Passports are lifetime passes that will continue to be honored for the pass owner's lifetime.

National Parks Passes and Golden Eagle Passes were discontinued effective January 1, 2007 and are no longer valid.

### **5. Who coordinated development of the new pass program?**

The Interagency Fee Council, co-chaired by the DOI Deputy Secretary and the USDA Under Secretary for Natural Resources and the Environment, established an Interagency Pass Workgroup to implement the provisions of the law (See "Background", *Standard Operating Procedures*, Page 3).

### **6. Did the Interagency Pass Workgroup consult with other stakeholder groups?**

Yes. The Workgroup has, and will continue to, consult with external stakeholder groups. Representatives from many public interest groups were invited to Listening Sessions. In addition, a team of field representatives from each agency known as the Interagency Pass Field group has provided expertise from the beginning. For example initial program planning was undertaken with assistance from 40 interagency field advisors who convened at a workshop in March 2005. This group continues to provide expertise.

### **7. How was the price of the Annual Pass determined?**

The agencies consulted with various user groups and constituents as well as completed a comprehensive study conducted by the University of Wyoming that analyzed pass-use data, cost comparison to state parks and Parks Canada, nationwide pass prices, and surveyed Federal recreation pass purchasers, recreation site users and non-users.

## 8. How is the Pass program funded?

Revenue generated through Internet and National Partner central sales covers program costs including product design, development, production, fulfillment, call center, marketing. Field sites and third party vendors are responsible for their own shipping costs.

## 9. How is the revenue from the Pass program distributed amongst the agencies?

The Departments have determined that all pass revenue collected at Federal Recreation sites for the first 3-5 years will remain within the agency that sold it (80-100% at specific field site that issued the pass). Proceeds from Internet and National Partner central sales will be shared amongst the five agencies after expenses are paid. Pass revenue issues are revisited annually with the Interagency Workgroup.

## PASS INFORMATION - General

### 1) What do the passes cover?

Each pass - **Annual**, **Senior**, **Access**, and **Volunteer** - admits pass owner/s and passengers in a non-commercial vehicle at per-vehicle fee areas; and pass owner + 3 adults, not to exceed 4 adults, where per-person fees are charged. (Children under 16 are always admitted free).

The **Senior** and **Access** Passes also provide the pass owner a discount on some expanded amenity fees such as camping.

See "Interagency Senior Pass: 50% Discount Guidelines", *Standard Operating Procedures*, Page 11

See "Interagency Access Pass: 50% Discount Guidelines", *Standard Operating Procedures*, Page 15

### 2) What passes and materials are included in the program?

- a. **Annual Pass** (\$80.00 - anyone 16 years and older can purchase) See "Interagency Annual Pass", *Standard Operating Procedures*, Page 8
- b. **Senior Pass** (\$10.00 – valid for the lifetime of the pass owner; must be 62+ older, U.S. citizen, & a permanent resident) See "Interagency Senior Pass", *Standard Operating Procedures*, Page 10
- c. **Access Pass** (free for lifetime with documentation of permanent disability, U.S. citizens & a permanent resident) See "Interagency Access Pass", *Standard Operating Procedures*, Page 13
- d. **Volunteer Pass** (awarded with 500+ hours of volunteer service in public lands) See "Interagency Volunteer Pass", *Standard Operating Procedures*, Page 17
- e. **Hangtags** (used as way to display passes at unstaffed sites) See "Supplemental Materials: Hangtag", *Standard Operating Procedures*, Page 20
- f. **Decal** (for *Annual and Volunteer Pass owners* with open-top vehicles to use in unstaffed areas only). See "Supplemental Materials: Decal", *Standard Operating Procedures*, Page 21
- g. **Brochure** - See "Supplemental Materials: Brochure", *Standard Operating Procedures*, Page 23

### 3) How do I order Interagency passes and supplemental materials?

- a. Phone: 888-ASK-USGS, extension 1 (888-275-8747, extension 1)
- b. Fax: 303-202-4693
- c. Email: [fedrepass@usgs.gov](mailto:fedrepass@usgs.gov)
- d. Internet: <http://store.usgs.gov/> - click "Business Partners: Login & Order" button (provide your Web ID and password)

**Note:** Refer to individual agency specific guidelines for ordering. Only those listed as official contacts on an account can place orders; yes, more than one person can be listed as official contact, based on agency/location preference.

**4) How is this Annual pass different from the former National Parks Pass and Golden Eagle Passport?**

- a. Passes are validated at the time of purchase (not at time of first use).
- b. Passes allow 3 adults in with pass owner (where per person fees are charged). They do not have to be related to one another. (A single private non-commercial vehicle continues to be allowed in with a pass regardless of how many people are the vehicle where per vehicle fees are charged)
- c. The pass has two signature lines, and the signers do not need to be related to one another.
- d. The Annual Pass permits two motorcycles to enter on one Annual Pass. Signatures of both people must be on the pass and must match identification.

**5) Will the old Lifetime passes be honored as before?**

Yes, Golden Age and Access Passports will continue to allow a family to enter at per person sites. In the event a difficult situation arises, use sound judgment and customer service to handle it.

**6) Does a valid Federal Duck stamp still provide entry into FWS Wildlife Refuges that charge an entrance fee?**

Yes.

**7) Are the Interagency Passes valid at unstaffed Federal recreation sites?**

Yes. See "Supplemental Materials: Hangtag", *Standard Operating Procedures*, Page 20

## **PASS USE - General**

**1) What do I do if someone shows up with an unsigned pass?**

There are many reasons someone might show up at the gate with an unsigned pass (gift purchase, friends or relatives across the country both being pass owners, and so on). If a visitor presents a pass that has the signature line(s) unsigned, please have the visitor(s) sign the pass at the gate and view their ID(s) to make sure the signature and ID(s) match.

**2) Can lost or stolen passes be replaced? Is there a way that the serial numbers can be tracked?**

No. Passes cannot be replaced if lost or stolen; a new pass must be purchased. We do not currently have the capability to track pass serial numbers across all five Federal land management agencies.

**3) What should I do if a visitor forgets to bring his or her pass?**

Visitors are responsible for bringing their passes with them, so if they forget, they must pay the entrance or standard amenity fee. They will not be issued a refund for the entrance or standard amenity fee if they mail in the receipt and a copy of their pass when they get back home.

**4) If a pass is tattered and worn, can the pass owner be issued a replacement?**

Yes, generally as long as the month punched portion is identifiable on the Interagency Annual Pass, and the signature is identifiable on the Interagency Senior pass, it may be exchanged for a new one,

with proof of identification (e.g. driver's license, birth certificate). Always err on the side of good customer service.

**5) Will upgrades be provided?**

The NPS has elected to upgrade NPS entrance and Site Specific Annual Passes (See "Upgrades", *Standard Operating Procedures*, Page 27). At this time other agencies have elected not to provide upgrades due in part to decentralized accounting mechanisms. NPS will not upgrade receipts or passes from the other agencies.

**6) Does the pass cover entrance for a school bus that has been converted into a motor home?**

Yes, if it can be verified by asking the owner/driver that the vehicle is now a private motor home.

**7) Why are there some recreation sites that do not accept the passes?**

- a. Not all Federal recreation sites charge entrance fees.
- b. The passes cover *entrance or standard amenity fees*, not parking fees.
- c. Some facilities and activities on Federal recreation lands are managed by private concessionaires. The concessionaires charge for their services as any private company does and their concessionaire contract with the individual agency or agencies may or may not dictate that the concessionaire has to accept the Interagency Passes. Concessionaires might operate parking lots, campgrounds, boat ramps, lodging, and more on behalf of the land management agencies.
- d. The majority of recreation sites on Bureau of Reclamation lands are managed by non-Federal partners.

## **INTERAGENCY ANNUAL PASS**

### **About the Annual Pass**

**1) What is the Interagency Annual Pass?**

The Interagency Annual Pass was created by the Federal Lands Recreation Enhancement Act of 2004 (REA) as a convenient and affordable way to visit recreation sites managed by five Federal agencies. 80-100% of the proceeds are used to improve and enhance visitor recreation services.

*(The Interagency Annual Pass replaced the Golden Eagle Passport, National Parks Pass and National Parks Pass with Golden Eagle Hologram in January 2007).*

**2) What does it cost and how long is the Annual Pass valid?**

The Annual Pass costs \$80.00 and is valid for 12 months from the **month of purchase**.

**3) Where is the Annual Pass honored?**

The Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Land Management, and Bureau of Reclamation honor the Annual Pass at sites where entrance or standard amenity fees are charged.

**Note:** Neither the Army Corps of Engineers nor the Tennessee Valley Authority issue or honor the Annual Pass.

- 4) How is this Annual pass different from the former National Parks Pass and Golden Eagle Passport?**
- a) Passes are validated at the time of purchase (not at time of first use).
  - b) Passes allow 3 adults in with pass owner (where per person fees are charged). They do not have to be related to one another.
  - c) The pass has two signature lines, and the signers do not need to be related to one another.
  - d) The pass permits two motorcycles to enter on one Annual Pass. Signatures of both people must be on the pass and must match identification.

## **Annual Pass Issuance & Validation**

### **1) How are Annual Passes validated?**

Employees/vendors must punch the expiration month when the pass is sold. The expiration date is 12 months from the month of purchase. The pass must be signed at the point of purchase, unless it is being purchased as a gift. Both the punched expiration date and signature are required for the pass to be valid.

### **2) If an Annual Pass is purchased as a gift, does it need to be punched with an expiration date at the time of sale/purchase? When should it be signed?**

All passes must be punched with an expiration date at the time of sale. The pass must be signed prior to, or upon first use.

### **3) Who can sign as the “second” pass owner on an Annual Pass?**

The second line can be signed by anyone, such as a spouse, roommate, sibling, etc. The relationship does not matter.

### **4) If it’s the end of the month, should I punch an Annual Pass to expire the next month?**

No. Regardless of the day of the month a pass is purchased, it remains valid through the last day of that month in the following year. If a visitor purchases a pass on March 31, it should be punched to expire in March; if it were punched in April, the visitor would get an extra month’s use.

### **5) If a visitor shows up at a site with a confirmation letter stating that they ordered an Annual Pass through the Internet (USGS), should we accept it?**

No. If a visitor did not receive an Annual Pass that was ordered via USGS website prior to leaving on their trip, a purchase confirmation letter is not valid for entry, nor is a credit card statement or receipt showing purchase of a pass. The visitor may choose to purchase another pass and when the one they ordered over the USGS website arrives, they can return it to USGS for a refund (as long as the Pass is unused and unsigned).

### **6) Can a visitor upgrade daily entrance receipts to an Interagency Annual Pass?**

At this time, NPS is the only agency that will upgrade entrance fee receipts or site specific annual passes to the Interagency Annual Pass.

See “Upgrades”, *Standard Operating Procedures*, Page 27.

### **7) What if someone shows up with an un-punched Annual Pass?**

Punch the current month; make sure the pass owner’s signature is on the back of the card; and verify that the signature matches identification.

## **Annual Pass Use**

### **1) How long is the Annual Pass valid?**

For 12 months from the month of issuance.

### **2) What does the Annual Pass cover?**

The Annual Pass admits pass owner/s and passengers in a non-commercial vehicle at per-vehicle fee sites; and pass owner + 3 adults, not to exceed 4 adults, where per-person fees are charged. (Children under 16 are always admitted free.)

### **3) Are Annual Passes valid at unstaffed Federal recreation sites?**

Yes. A free Hangtag is available as a way to display the pass so it is visible through the windshield of a vehicle.

- a. The Annual Pass should be inserted on the "Annual" side of the Hangtag.
- b. At unstaffed Federal recreation sites, the Hangtag should hang from the rearview mirror, ensuring the pass is facing towards the vehicle window. The back of the pass should be visible.
- c. **Hangtags** are merely a way to display a valid pass and they are not valid for entry without a valid pass. **Note:** If someone calls wanting a "pass" replaced, it may be that they just need a replacement Hangtag; please verify. This is particularly relevant to USDA FS and BLM.

### **4) A family is traveling in two vehicles; will one Annual Pass let all of them into the site?**

No. Only the vehicle with the pass owner is covered. The second vehicle is subject to an entrance fee, or must have (or buy) a second pass. Exception: Motorcycles. See next question.

### **5) What about motorcycles?**

At sites that charge vehicle entrance fees, the Annual Pass will cover entrance for the two pass owners on two motorcycles. Signatures of both people must be on the Pass and must match identification. *Remember: One signature, one motorcycle; two signatures, two motorcycles.*

### **6) Is the Annual Pass sold through third-party partners or vendors?**

Yes, vendor partners may sell the pass. No discounts will be allowed.

### **7) Does the Annual Pass include any discounts at Cooperating Association bookstores, or at gift shops that are located in the Federal Recreation sites?**

No. The Annual Pass **does not** provide discounts at Cooperating Association bookstores or on-site gift shops.

### **8) Does the Annual Pass provide any discounts on Expanded Amenity or Concessionaire (Concessioner) Fees?**

No. The Annual Pass does not cover discounts on any expanded amenity or Concessionaire (Concessioner) fees such as: camping, RV hook-ups, boat launching, backcountry permits, parking at Mount Rushmore, guided cave tours at Wind Cave National Park, or parking at some historic monuments or homes.

## INTERAGENCY SENIOR PASS

### About the Senior Pass

#### 1) What is the Interagency Senior Pass?

The Senior Pass was created with the enactment of REA and replaced the Golden Age Passport. It is an affordable lifetime pass available to U.S. Citizens and permanent residents who are 62 years and older that provides access to recreation sites managed by five Federal agencies. It also provides the pass owner a discount on some expanded amenity fees such as camping (See "Interagency Senior Pass", *Standard Operating Procedures*, Page 10).

*(The Golden Age Passports are lifetime passes and remain valid for the lifetime of the pass owner).*

#### 2) What does it cost and how long is the Senior Pass valid?

The Senior Pass costs \$10.00 and is valid for lifetime of the pass owner.

#### 3) Where is the Senior Pass honored?

The Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Land Management, and Bureau of Reclamation honor the Annual Pass at sites where entrance or standard amenity fees are charged.

#### 4) What if a visitor presents a plastic Golden Age Passport and wants a new Senior Pass instead?

Plastic Golden Age Passports are valid for a lifetime. There is no need, and it is cost prohibitive, to exchange these passes. If visitors ask to trade these in, explain that the pass is still valid. If the visitor would like the new Senior Pass they must purchase one for \$10. They are not required to surrender the old pass.

#### 5) What if someone has a paper Golden Age Passport and wants a new Senior Pass instead?

Paper Golden Age Passports will be exchanged free of charge for the new Senior Passes with proof of identification. This will allow for future pass-use data collection.

#### 6) How is the Senior Pass different from the former Golden Age Passport?

Senior Passes allow 3 adults in with pass owner (where per person fees are charged). They do not have to be related to one another. The Golden Age Passport allows pass owner, spouse, children and parents.

## **Senior Pass Issuance**

### **1) Why can't someone buy a Senior Pass online or through the mail?**

The Senior Pass may be purchased by U.S. Citizens or permanent residents of the U.S. that are 62 years of age or older. Due to these eligibility requirements, the Senior Pass may only be purchased in person at Federal recreation sites.

### **2) Why is the US Army Corps of Engineers accepting Interagency Senior Passes but not selling them?**

The U.S. Army Corps of Engineers (Corps) was not included in the Federal Lands Recreation Enhancement Act of 2004, which gave agencies the authority to create the new America the Beautiful - the National Parks and Federal Recreational Lands Pass. Although the Corps will not sell or issue the new passes, the Corps will accept the new Interagency Senior and Interagency Access Passes or previously issued Golden Age or Access Passports as proof of eligibility for age- and disability-related discounts. More information may be found at: <http://www.CorpsLakes.us/fees>.

### **3) A 62 year-old visitor from Canada wants to purchase a Senior Pass. May I sell it to them?**

No. The Senior Pass is available only to U.S. citizens or permanent residents, age 62 years and older. See "Interagency Senior Pass: Proof of Residency and Age", *Standard Operating Procedures*, Page 10

### **4) The same visitor advises me that they have a winter home in Tucson where s/he resides six months during the year and pays US taxes. Does that make her/him eligible?**

Generally no, to be eligible the visitor must be a US Citizen or Permanent resident and have documentation of age and residency. To confirm U.S. residency, you may want to ask a few questions. See "Interagency Senior Pass: Domicile", *Standard Operating Procedures*, Page 10

### **5) Can I sell a visitor a Senior Pass a few weeks before their 62<sup>nd</sup> birthday?**

No. To be eligible for the pass they must be 62 or older.

### **6) What should I do if a visitor forgets to bring his or her Senior Pass?**

Sell them another Senior Pass according to standard procedure, or charge them the daily entrance fee, whichever they prefer.

## **Senior Pass Use**

### **1) How long is the Senior Pass valid?**

For the lifetime of the pass owner.

### **2) What does the Senior Pass cover?**

The Senior Pass admits pass owner/s and passengers in a non-commercial vehicle at per-vehicle fee sites and pass owner + 3 adults, not to exceed 4 adults, where per-person fees are charged. (Children under 16 are always admitted free.) **Note:** Photo identification will be requested to verify pass ownership.

The Senior Pass also provides the pass owner a discount on some expanded amenity fees such as camping (See "Interagency Senior Pass: 50% Discount Guidelines", *Standard Operating Procedures*, Page 11).

3) **If a visitor arrives with a Senior Pass for which they are not eligible, should I confiscate it?**

Apologize on behalf of the agency, advise them that they were issued the Pass in error, and ask them to turn it over to you. If they refuse to do so, refer to your site's pass misuse and fraud procedures.

4) **Are Senior Passes valid at unstaffed Federal recreation sites?**

Yes. A free Hangtag is available as a way to display the pass so it is visible through the windshield of a vehicle.

- a) *The Senior Pass should be inserted on the side "Senior/Access" of the Hangtag stating.*
- b) *At unstaffed Federal recreation sites, the visitor should hang the Hangtag from the rearview mirror to ensure the pass is facing towards the vehicle window. The back of the pass should be visible.*
- c) **Hangtags** are merely a way to display your valid pass and they are **not valid for entry without a valid pass.**

5) **A family is visiting an entrance/standard amenity fee site in two vehicles; will one Senior Pass let all of them into the entrance/standard amenity fee site?**

No. Only the vehicle with the pass owner is covered. The second vehicle is subject to an entrance/standard amenity fee, or must have (or buy) a second pass.

6) **If a Senior Pass owner and spouse are each riding their own motorcycle; will one Senior Pass cover both their entries?**

No. At sites with per vehicle entrance/standard amenity fees the Senior Pass will cover entrance for the pass owner on one motorcycle only. *Remember: One signature, one motorcycle.*

7) **Does the Senior Pass include any discounts at Cooperating Association bookstores, or at gift shops that are located in the Federal Recreation sites?**

No. The Senior Pass **does not** provide discounts at Cooperating Association bookstores or on-site gift shops.

8) **Does the Senior Pass provide any discounts on Expanded Amenity or Concessionaire (Concessioner) Fees?**

Yes. The Senior Pass provides 50% discount on some expanded amenity fees charged for facilities and services such as camping site, swimming, parking, boat launching, and specialized interpretive services. Only the pass owner will be given the 50% price reduction. The pass generally does not cover or reduce special recreation permit fees or fees charged by concessionaires. (See "Interagency Senior Pass: 50% Discount Guidelines", *Standard Operating Procedures*, Page 11)

Advise pass owners to always inquire locally for pass acceptance policies.

## **INTERAGENCY ACCESS PASS**

### **About the Access Pass**

1) **What is the Interagency Access Pass?**

The Access Pass was created with the enactment of REA and replaces the Golden Access Passport. It is a free, lifetime pass - available to U.S. citizens or permanent residents of the United States that have been medically determined to have a permanent disability - that provides access to recreation sites managed by five Federal agencies. The Access Pass also provides the pass owner a discount

on some expanded amenity fees. (See “Interagency Access Pass”, *Standard Operating Procedures*, Page 13).

*(The Golden Access Passports are lifetime passes and remain valid for the lifetime of the pass owner).*

**2) What does it cost and how long is the Access Pass valid?**

The Access Pass is free to those with documented proof of permanent disability and is valid for lifetime of the pass owner.

**3) Where is the Access Pass honored?**

The Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Land Management, and Bureau of Reclamation honor the Annual Pass at sites where entrance or standard amenity fees are charged.

**4) What if I someone has a plastic Golden Access Passport and wants a new Access Pass instead?**

Plastic Golden Access Passports are valid for a lifetime. There is no need, and it is cost prohibitive, to exchange these passes. If visitors ask to trade these in, explain that the pass is still valid. If they wish to exchange the pass do so at no charge and collect the old pass.

**5) What if I someone has a paper Golden Access Passport and wants a new Access Pass instead?**

Paper Golden Age Passports will be exchanged free of charge for the new Access Passes with proof of identification, e.g., driver's license, birth certificate, or similar government-issued document. This policy is to promote ease of data collection among participating agencies.

**6) How is the Access Pass different from the former Golden Access Passport?**

Access Passes allow 3 adults in with pass owner (where per person fees are charged). They do not have to be related to one another. The Golden Access Passport allows pass owner, spouse, children and parents.

**Access Pass Issuance**

**1) What sort of documentation should an applicant provide?**

The applicant will provide one of the documents listed on “Interagency Access Pass: Proof of Disability”, *Standard Operating Procedures*, Page 14. The issuing officer should make a polite attempt to obtain the documentation before offering the *Statement of Disability Form*, *Standard Operating Procedures*, Appendix E.

**2) If a visitor claims to be permanently disabled, but I suspect he or she is not eligible, what should I do?**

Remember that most permanent disabilities are not visible. It is not up to the officer issuing the Access Pass to determine whether someone is, or is not, permanently disabled. The only requirement of the person issuing the Pass is to determine whether or not proper proof of eligibility has been presented or the *Statement of Disability* has been signed.

**3) If a visitor claims partial or a percentage disability, do they qualify for an Access Pass?**

Pass qualification is based on permanence of disability and the substantial limits to major life activities, not on “percentage.” Provide the applicant with the definition of a permanent disability. If the disability is permanent and substantially limits one or more major life activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning or working, then the applicant is eligible for the Access pass.

**4) What can I do about Access Pass fraud or misuse?**

Federal land agencies created the *Statement of Disability Form* to remove employees from the burden of having to evaluating whether an applicant is permanently disabled. The employee may assess ONLY whether adequate documentation has been submitted by the applicant. Provide the applicant with the definition of a permanent disability and the penalties for fraudulently signing the Statement of Disability Form.

**5) How old does someone need to be to get an Access Pass?**

There is no age requirement. Issuing a pass to a child allows their parents, guardians or caregivers to enter sites with them. If a person is unable to sign their own pass, a parent or guardian may sign it for them.

**6) Why can't someone order an Access Pass online or through the mail?**

Due to the eligibility and documentation requirements, the Access Pass may only be obtained in person at Federal recreation sites.

**7) Does a military veteran qualify for the Interagency Access Pass?**

Being a veteran does not automatically qualify the person for the Interagency Access Pass. If the veteran has a permanent disability that substantially limits one or more major life activities and meets all of the qualifications listed for the Interagency Access Pass then he/she could be issued a pass,

**8) Why is the US Army Corps of Engineers accepting Interagency Access Passes but not selling them?**

The U.S. Army Corps of Engineers (Corps) was not included in the Federal Lands Recreation Enhancement Act of 2004, which gave agencies the authority to create the new America the Beautiful - the National Parks and Federal Recreational Lands Pass. Although the Corps will not sell or issue the new passes, the Corps will accept the new Interagency Senior and Interagency Access Passes or previously issued Golden Age or Access Passports as proof of eligibility for age- and disability-related discounts. More information may be found at: <http://www.CorpsLakes.us/fees>.

**9) If a visitor forgets their Access Pass, which should I do?**

Issue them another Access Pass according to standard procedure.

**Access Pass Use**

**1) How long is the Access Pass valid?**

For the lifetime of the Pass owner.

**2) What does the Access Pass cover?**

The Access Pass admits pass owner/s and passengers in a non-commercial vehicle at per-vehicle fee sites and pass owner + 3 adults, not to exceed 4 adults, where per-person fees are charged.

(Children under 16 are always admitted free.) **Note:** Photo identification will be requested to verify pass ownership.

The Access Pass also provides the pass owner a discount on some expanded amenity fees such as camping (See "Interagency Access Pass: 50% Discount Guidelines", *Standard Operating Procedures*, Page 15).

**3) Are Access Passes valid at unstaffed Federal recreation sites?**

Yes. A free Hangtag is available as a way to display the pass so it is visible through the windshield of a vehicle.

- a. Access Pass should be inserted on the "Senior/Access" side of the Hangtag.
- b. At unstaffed Federal recreation sites, the visitor should hang the Hangtag from the rearview mirror, ensuring the pass is facing towards the vehicle window. The back of the pass should be visible.
- c. **Hangtags** are merely a way to display your valid pass and they are not valid for entry without a valid pass.

**4) A family is traveling in two vehicles; will one Access Pass let all of them into the entrance/standard amenity fee site?**

No. Only the vehicle with the pass owner is covered. The second vehicle is subject to an entrance/standard amenity fee, or must have (or buy) a second pass.

**5) If an Access Pass owner and spouse are each riding their own motorcycle, will one Access Pass cover both their entries?**

No. At sites with vehicle entrance fees the Access Pass will cover entrance for the pass owner on one motorcycle only. *Remember: One signature, one motorcycle.*

**6) Does the Access Pass include any discounts at Cooperating Association bookstores, or at gift shops that are located in the Federal Recreation sites?**

No. The Access Pass does not provide discounts at Cooperating Association bookstores or on-site gift shops.

**7) Does the Access Pass provide any discounts on Expanded Amenity or Concessionaire (Concessioner) Fees?**

Yes. The Access Pass provides 50% discount on some expanded amenity fees charged for facilities and services such as camping site, swimming, parking, boat launching, and specialized interpretive services. Only the pass owner will be given the 50% price reduction. The Pass generally does not cover or reduce special recreation permit fees or fees charged by concessionaires. (See "Interagency Access Pass: 50% Discount Guidelines", *Standard Operating Procedures*, Page 15).

Advise pass owners to always inquire locally for pass discount policies.

## **INTERAGENCY VOLUNTEER PASS**

**1) What is the Volunteer Pass?**

A Volunteer Pass is an Annual Pass awarded to those individuals who volunteer 500 hours on recreation lands managed by one or more of five Federal agencies as a way to say "thank you!"

**2) Who qualifies for the Volunteer Pass?**

The Volunteer Pass will be issued free of charge to volunteers who accrue 500 volunteer hours. Hours accrued prior to January 1, 2007 do not count towards a Volunteer Pass.

**3) Where is the Volunteer Pass honored?**

The Forest Service, National Park Service, Fish and Wildlife Service, Bureau of Land Management, and Bureau of Reclamation honor the Annual Pass at sites where entrance or standard amenity fees are charged.

**Volunteer Pass Issuance – How to Earn / Award**

**1) Can a volunteer accrue hours on lands managed by more than one agency?**

Yes, they can accrue hours by volunteering for the National Park Service, Forest Service, Fish and Wildlife Service, Bureau of Land Management and/or Bureau of Reclamation.

**2) What if the Volunteer already has a pass?**

The Volunteer Pass is only one means of recognizing a volunteer. If a volunteer already has a pass (such as a Senior Pass), an alternative acknowledgement should be offered instead. All Volunteers who contribute 500 hours and request a pass will be offered one.

**3) Does a volunteer have to accrue the 500 hours in one calendar year?**

No. There is no specific timeframe in which volunteer hours must be accrued. Hours can be accrued over one, or several, calendar years.

**4) How will volunteer hours be recorded and tracked?**

A database to track and record volunteer hours is being developed, watch for further information in Spring 2008. Until the database is fully implemented Volunteer Coordinators/Supervisors should provide their volunteers with timesheets to track their hours. Once a volunteer has reached 500 hours the coordinator should verify the timesheets and award the pass.

**5) What happens when a volunteer reaches the 500 hours?**

Once the 500 hour requirement is reached, a pass is issued, and the volunteer's "pass hours" are reset to zero and the count begins again. (See "Interagency Volunteer Pass: Understanding the 500 Hour Requirement to Earn a Pass", *Standard Operating Procedures*, Page 18)

**6) Do we need to stock Volunteer Passes at all locations where other passes are sold?**

No. Volunteer Coordinators should work with USGS or the site's pass POC to order Volunteer Passes as needed.

**7) Do SCA hours count towards earning a Volunteer Pass?**

Yes.

**8) What is the official Volunteer Hour Tracking Form?**

Each agency has its own form that Volunteer Coordinators use to track volunteer hours, so there is not one official form. (**Note:** An Interagency Volunteer Tracking Database is expected to go live in 2008. Information will be issued to each field site once the database goes live).

**9) What type of volunteer activities count towards the 500 hours?**

All activities that have been pre-approved by a Volunteer Coordinator/Supervisor at a Federal recreation site.

**10) If a person volunteers more than 500 hours in one year, do they receive additional passes?**

No. If a volunteer works more than the 500 hours a year, they still only earn one pass per 12 month period. (See "Interagency Volunteer Pass: Understanding the 500 Hour Requirement to Earn a Pass", *Standard Operating Procedures*, Page 18)

**11) Are campground hosts who receive a stipend eligible to receive a Volunteer Pass?**

Yes, once they have completed 500 hours of service.

**12) Who issues the Volunteer Pass?**

The Federal Volunteer Coordinator who verifies that a volunteer has accrued 500 hours.

**Volunteer Pass Use**

**1) How long is the Volunteer Pass valid?**

The Volunteer Pass is valid for 12 months from the month of issuance.

**2) What does the Volunteer Pass cover?**

The Volunteer Pass admits the pass owner and passengers in a non-commercial vehicle at vehicle fee sites, and the pass owner + 3 adults, not to exceed 4 adults, where per-person fees are charged. (Children under 16 are always admitted free).

**3) Can a volunteer give their pass to someone else if they already have an annual or lifetime pass?**

No. Volunteer Passes are non-transferable and may not be given to someone else or traded in for cash equivalent. The Volunteer Pass is only one means of recognizing a volunteer, so if a volunteer already has a pass, other types of acknowledgement should be offered in place of a pass.

***Note:** Photo identification may be requested at Federal recreation sites to verify pass ownership.*

**4) Are Volunteer Passes valid at unstaffed Federal recreation sites?**

Yes. A free Hangtag is available as a way to display the pass so it is visible through the windshield of a vehicle.

- a. Volunteer Pass should be inserted on the "Annual" side of the Hangtag.
- b. At unstaffed Federal recreation sites, the Hangtag should hang from the rearview mirror, ensuring the pass is facing towards the vehicle window. The back of the pass should be visible.
- c. **Hangtags** are merely a way to display your valid pass and they are not valid for entry without a valid pass.

**5) A family is traveling in two vehicles; will one Volunteer Pass let all of them into the entrance/standard amenity fee site?**

No. Only the vehicle with the pass owner is covered. The second vehicle is subject to an entrance/standard amenity fee, or must have (or buy) a second pass. Exception: Motorcycles. See next question

**6) If a Volunteer Pass owner and spouse are each riding their own motorcycle or scooter; will one Volunteer Pass cover both their entries?**

No. At sites with vehicle entrance fees the Volunteer Pass will cover entrance for the pass owner on one motorcycle only. *Remember: One signature, one motorcycle.*

**7) Does the Volunteer Pass include any discounts at Cooperating Association bookstores, or at gift shops that are located in the Federal Recreation sites?**

No. The Volunteer Pass **does not** provide discounts at Cooperating Association bookstores or on-site gift shops.

**8) Does the Volunteer Pass provide any discounts on Expanded Amenity or Concessionaire (Concessioner) Fees?**

No. The Volunteer Pass **does not** cover discounts on any expanded amenity or Concessionaire (Concessioner) fees such as: camping, RV hook-ups, boat launching, backcountry permits, parking at Mount Rushmore, guided cave tours at Wind Cave National Park, or parking at some historic monuments or homes.

Advise pass owners to always inquire locally for pass acceptance policies.

## **HANGTAG**

**1) What is a Hangtag?**

A Hangtag is a holder for the passes that hangs from the rearview mirror of a vehicle. A Hangtag provides pass owners with a means to display their pass so it is visible through the windshield of their vehicle.

**2) Who needs a Hangtag and why?**

Pass owners who visit unstaffed Federal recreation sites need a Hangtag. At Federal recreation sites that do not have staffed entrance stations, visitors need to display their pass so the compliance officers or rangers can clearly see it.

**3) Where can visitors get a Hangtag?**

Hangtags will be available at most Federal recreation land sites that charge an entrance or standard amenity fee, and at some agency offices. The hangtags will be issued free of charge, but an individual must have a valid pass in order to be issued a hangtag.

**4) How is the hangtag validated/used?**

The hangtag for the Annual and Volunteer Pass should be punched with the same expiration date as the pass. Senior/Access pass hangtags do not need to be punched.

- a. **Senior** or **Access Passes** are inserted on the "Senior/Access" side of the hangtag.
- b. **Annual** or **Volunteer Passes** are inserted on the "Annual" side of the hangtag.
- c. The Hangtag hangs from the rearview mirror with the pass facing out towards the vehicle window. The pass back should be visible.

**5) Should a hangtag be given out with every pass?**

All sites are encouraged to give out a hangtag with every pass.

**6) What if a visitor shows up at a staffed entrance station site and presents their hangtag for entry, should they be allowed to enter?**

No. Hangtags alone are not sufficient for entry; a valid pass must be shown.

**7) Can I replace lost or stolen Hangtags?**

Yes, pass owners may be issued replacement Hangtags free of charge upon presentation of a valid pass.

## **DECAL**

**1) What is a Decal?**

Decals provide a way for an Annual Pass owner with an open-top vehicle (jeep, motorcycle, etc.) parked at an unstaffed Federal recreation site to prove pass ownership without leaving the Annual pass unsecured. (See "Supplemental Materials: Decal", *Standard Operating Procedures*, Page 21)

**2) Should I issue a Decal to every Pass owner?**

No. Only individuals with a valid Annual or Volunteer Pass should be issued a decal. Decals are not available to Senior and Access Pass owners because:

- a. Decals are exposed to the elements and are prone to deterioration
- b. Lifetime pass owners are more likely to change vehicles over the lifetime of the pass

**3) How do I validate/issue a Decal?**

The decal will be punched with the same expiration date as the pass, regardless of when a Decal is issued. Issuance of a decal requires:

- a. Valid Annual or Volunteer Pass
- b. Vehicle registration that matches the name(s) of the pass owner(s).
- c. Open-top vehicle that matches vehicle registration and pass owner signature(s).
- d. The issuing officer must write the pass owner's license plate number on the face of the Decal in the "Vehicle Tag Number" space.

**Note:** For automobiles decals must be placed on the lower right hand side of the windshield, and for motorcycles on the front in a clearly visible place.

**4) Where can visitors get a Decal?**

Decals will be available at most Federal recreation land sites that charge an entrance or standard amenity fee, and at some Federal agency offices.

**5) How many decals can be issued per pass?**

Two decals may be issued per Annual Pass, but only one decal may be issued per Volunteer Pass. The Annual Pass has two stars to the left of the signature line. One star should be punched for each decal issued. The Volunteer Pass has one star to the left of the signature line. The star should be punched when a decal is issued.

- 6) If a visitor wants a decal six months after they purchase a pass, do I issue a decal, and punch it to expire in six months?**

Yes. You can issue a Decal to a valid pass owner at any time. However, Decals must always be punched with the same expiration date as the pass, regardless of when they are issued.

- 7) What if a visitor shows up at a staffed entrance station site and points to their window decal for entry, should they be allowed to enter?**

No. Decals alone are not sufficient for entry; a valid Annual Pass or Volunteer Pass must be shown.