

PARKING FACILITY STANDARDS (10-PAR)

Description - Parking Facility standards consist of concessioner operated parking, in either a parking facility or a surface lot. Valet parking and shuttle services may be provided.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Parking Facility – Exterior	
1	<u>Building Structure</u> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	<u>Parking Lots</u> - Paved parking is well-maintained. Spaces are clearly marked and of adequate size. Pavement is power washed on a regular schedule to remove minor oil and fuel stains. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
4	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use. Pathways to and from the facility or lot are protected from vehicular traffic as much as possible and clearly marked.	A

5	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
6	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
7	Entrance/Exit Lanes - Entrance and exit lanes are clearly marked, and sufficiently wide for normal traffic.	B
8	Site Utilities and Equipment - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	B
9	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
10	Fences and Walls - Fences and walls are cleared of overgrowth and well-maintained.	C
11	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
12	Vending Machines - Vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	C
13	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	A
14	Elevators - Elevators are operational, clean, well-maintained, and adequately lighted. Elevator phone, doors, and buttons are operational. Signage is computer-generated, framed, and neatly arranged. Inspection certificates are current and evacuation procedures are posted.	A
15	Storage Areas - Storage areas within view of the public are neat, clean, and secured with appropriate access signage.	C

16	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		
17	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
18	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
19	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
20	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
21	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
22	Chemical Storage - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
Entry Stations		
23	Payment Stations - Sufficient Point of Sale (POS) booths are operational and well-maintained.	A
24	Booth Structures - Booth exteriors are well-maintained and surfaces are treated to protect against deterioration.	B
25	Signage - Parking rates are accurate, legible, and clearly displayed. Signage on booth windows and doors is kept to a minimum.	B
Shuttle Vehicles		
26	Condition - Sufficient shuttle vehicles are operational, clean, and well-maintained. Gear is secured before operating.	A
27	Registration, Licensing and Insurance - Shuttle vehicles and operators are licensed and insured in accordance with federal and state laws and regulations.	A
28	Identification - The company name and logo are visible and appropriate permits and documentation is available.	C

29	Safety Belts - Safety belts are appropriate, adequate, and well-maintained. Safety belt use is enforced.	A
OPERATIONAL STANDARDS		
Accessibility		
30	Accessibility - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility. <i>Accessible minimum requirements are located on Tab 2.</i>	A
Services		
Reservation Services		
31	Availability - Reservation services are available via toll-free telephone, internet, and across all relevant mobile platforms 24/7.	B
32	Knowledge of Reservation Agent/Details on Website - Reservation agents provide accurate information about rates, cancellation policies, amenities and services, access, etc. Matching information is available on the concessioner's website.	B
33	Confirmation - Reservations include a confirmation number. E-mail or written confirmation is sent to confirm the reservation and provide information.	B
34	Visitor Usage - The reservation system provides comprehensive reporting capabilities. Visitor usage reports are appropriate, accurate, and well-maintained. Visitor usage reports are provided to the park upon request or submitted according to schedule.	B
35	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
36	Non-Transferability - The reservation system is secure, and reservations cannot be transferred.	A
37	Parking Management - Reservation confirmation and parking systems are actively managed. Visitors are directed promptly to available parking locations, and visitor circling, idling, and wait times are minimized. Parking occurs in Service-approved assigned parking spaces only.	B
38	Hours of Operation - Parking facilities are available in accordance with posted hours of operation. Hours of operation are accurate and prominently displayed at each facility, and are available on the concessioner's website.	B

39	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
40	Valet Parking - Valet attendants are insured and familiar with most vehicle makes and models. An accurate system for tracking vehicles and marking locations is implemented. Vehicle keys are secured in a key box. Sufficient staff is available to handle anticipated parking demand.	A
41	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Personnel		
42	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
43	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
44	Employee Appearance - Employees wear apparel or a name tag identifying them as concession staff. Employees present a neat and clean appearance.	B
45	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
46	Management Availability - Manager is on duty during hours of operation.	B
Rates		
47	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.