

Meaningful Measures for Quality Recreation Management

RECREATION SITES

National Quality Standards

(w/Clarifiers & Tasks)

National quality standards define the corporate level of quality the Forest Service expects to provide the public at full service (Forest Plan) levels. These standards form the baseline for estimating the total cost of providing the quality opportunities visitors and customer's desire.

Recreation program components with National Quality Standards include: Developed Sites, Trails, General Forest Areas, Interpretive Services and Recreation Special Use Permit Administration. National Quality Standards for these components have been established for the Key Measures: Health and Cleanliness, Safety and Security, Condition of Facilities, Responsiveness, Resource Setting, and Permit Administration & Monitoring, Interpretive Product Development & Revision, Interpretive Product Delivery and Exhibit & Audio-Visual Systems Condition.

Critical National Standards are identified with an asterisk (*). If not met, the resulting conditions pose a high probability of immediate or permanent loss to people or property. If they cannot be met, due to budget or other constraints, immediate action must be taken to correct or mitigate the problem. Immediate action may include closing to public use the site, trail, area, permit, or portions of the affected site, trail or area. If conditions, facilities, or services addressed by "non-critical" standards decline to the point where the health or safety of the visitor is threatened, then mitigating actions must be taken.

Developed Sites Key Measure: HEALTH AND CLEANLINESS

- Healthy environment for users.
- No threat of disease or infection.
- Facilities are odor free.
- Developed Sites are litter free.

STANDARD	CLARIFIER	TASK TYPE	TASKS
1. *Visitors are not exposed to human waste.	<p>Toilet fixtures, buildings and other rest room facilities are scrubbed, scraped, scooped, swept, disinfected, etc. (per <u>FS Cleaning Recreation Sites</u>) at an appropriate frequency to minimize visitor exposure to human waste.</p> <p>Remains of human waste visible in and around the DEVELOPED SITE are removed at an appropriate frequency to minimize visitor exposure.</p> <p>To meet this standard, removal frequency can be as seldom as once a year but typically not more than once daily.</p> <p>Meeting this standard also includes pumping vault toilets and removing waste from compost toilets on an as needed basis.</p>	Operations	<p>For task information see:</p> <p><u>Cleaning Recreation Sites</u> December 1995 9523 1206-SDTDC</p>
2. *Water, wastewater and sewage systems meets federal, state and local water quality regulations.	<p>This standard only applies to Developed Sites that have water, wastewater or sewage systems.</p> <p>Systems are inspected and tested by qualified personnel at required frequencies. Required frequencies are established by local, state or federal regulation.</p>	Maintenance	<ul style="list-style-type: none"> • Inspect and test systems • Collect water samples**. (Collection includes extracting the sample and transporting it to a lab for analysis.)
3. Garbage does not exceed the capacity of garbage containers.	<p>Garbage receptacles are emptied at frequencies that prevent garbage from overflowing the receptacle.</p> <p>Emptying frequencies can be as seldom as once a month but typically not more than once a day. Receptacle capacity will influence emptying frequency.</p>	Operations	<ul style="list-style-type: none"> • Remove garbage from receptacles • For additional task information see: <p><u>Cleaning Recreation Sites</u> December 1995 9523 1206-SDTDC</p>

<p>4. Individual units and common areas are free of litter including domestic animal waste.</p>	<p>Remove litter in the Developed Site at an appropriate frequency to minimize accumulation.</p> <p>To meet this standard, cleaning frequency can be as seldom as once a year or as often as daily.</p>	<p>Operations</p>	<ul style="list-style-type: none"> • Pick-up, remove and dispose of litter in Developed Sites. • For additional task information see: <p><u>Cleaning Recreation Sites</u> December 1995 9523 1206-SDTDC</p>
<p>5. Facilities are free of graffiti.</p>	<p>Graffiti is intentional human-caused markings applied to constructed or natural features. Graffiti typically contains words and/or symbols offensive and intrusive to most visitors. At a minimum, even if the message per se is not offensive, the very existence of graffiti markings on constructed features and /or natural features is offensive and intrusive to area visitors.</p> <p>Graffiti is removed in a timely manner given the relative offensiveness (size, content) of the graffiti message and/or symbols, and the potential for repeat occurrences if not removed immediately.</p> <p>To meet this standard, graffiti removal occurs as soon as workers can be mobilized and dispatched to the area. This response is typically within 48 hours from discovery or notification; remote areas may necessitate a longer response time, usually no longer than one week.</p>	<p>Operations</p>	<ul style="list-style-type: none"> • Remove graffiti from constructed features using appropriate, cost-effective and environmentally acceptable techniques. Methods can include sandblasting and the application of cleaning compounds. • Remove graffiti from natural features using appropriate, cost-effective and environmentally acceptable techniques. Methods can include sandblasting, the application of cleaning compounds, or the application of masking materials such as paints that blend in with natural colors.
<p>6. Restrooms and garbage locations are free of objectionable odor.</p>	<p>Toilet fixtures, buildings, other rest-room facilities, garbage receptacles and collection areas are deodorized at appropriate frequencies to minimize objectionable odor.</p> <p>To meet this standard, odor removal frequency can be as seldom as once a month but typically not more than once per day.</p>	<p>Operations</p>	<ul style="list-style-type: none"> • Deodorize fixtures, buildings and garbage collection area. • For additional task information see: <p><u>Cleaning Recreation Sites</u> December 1995 9523 1206-SDTDC</p>

		Operations	constructed features).
		Operations	<ul style="list-style-type: none"> • Post warning or detour signs. • Patrol the Developed Site to ensure users do not use protected areas.
2. Landscape character at the developed recreation site is consistent with the Forest scenic integrity objectives.	<p><u>Manage and Protect the Physical Setting</u> The Developed Site vegetation and grounds are managed and protected.</p> <p>Vegetation management and mitigation activities include mowing, brushing, limbing, planting, correcting or preventing loss of vegetation and erosion caused by recreation use, and prescribing treatments to achieve healthy vegetation.</p>	Operations	<p><u>Manage and Protect the Physical Setting</u></p> <ul style="list-style-type: none"> • Brush around constructed features • Mow grounds. • Treat vegetation • Meet shade objectives • Stabilize stream-bank • Plant tree/shrub/grass • Erect temporary/ disposable fencing • Post warning signs
3. Visitors and vehicles do not exceed site capacity.	The developed site is managed to ensure visitor use does not exceed design site capacity. Physical barriers, signs, and traffic control devices are monitored and the site patrolled as needed to protect the site from overuse.	Operations	<ul style="list-style-type: none"> • Monitor Physical barriers, signs, and traffic control devices. • Patrol as needed to protect the site from overuse. • Communicate Land use ethics.

Developed Sites Key Measure: SAFETY & SECURITY

- Safe environment for users
- Abusive and nonconforming activities are controlled
- Risk of crime is reduced

STANDARD	CLARIFIER	“CREW” TYPE	TASKS
1. *High-risk conditions do not exist in developed recreation sites.	A site safety inspection is completed annually and high-risk conditions are corrected prior to the site, sub-site, or unit being opened. High-risk site conditions (caused either by humans or natural occurrences) that develop during the managed use season are mitigated or the	Operations	<ul style="list-style-type: none"> • Remove identified hazard trees • Fence off and/or sign sloughs • Close/fence off hazardous

	<p>affected site, sub-site or unit is closed.</p> <p>High-risk site conditions can include conditions brought on by vegetation encroaching on features or obscuring visitors view of hazards. Examples of these situations include:</p> <ol style="list-style-type: none"> 1. Sites experiencing extreme fire danger 2. Signs obscured from view causing hazardous travel conditions 3. Obstacles on access routes which could cause harm to intended users 4. Poisonous vegetation 		<p>structures</p> <ul style="list-style-type: none"> • Remove wasp nests and other potential safety risks. • Remove disease-carrying animals (Hantavirus, bubonic plague, etc) • Mow or brush vegetation to minimize or limit exposure to poisonous vegetation.
2. Laws, regulations and special orders are enforced.	<p>As discretion warrants, counsel or advise users engaged in prohibited activities on the effects and impacts of their actions.</p> <p>Patrol frequency can be as seldom as once a year and typically not more than once daily.</p>	Operations	<ul style="list-style-type: none"> • Enforce regulations upon contact with users engaged in prohibited activities. • Respond to complaints from third parties. • As discretion warrants, counsel or advise users engaged in prohibited activities on the effects and impacts of their actions.
3. Visitors are provided a sense of security	<p>Forest Service or agency representative's presence is sufficient to provide visitors a sense of security.</p> <p>Minimally, this presence includes ensuring a <u>standard Forest Service entrance sign is properly posted</u>, and Forest Service or agency representative employees are available to interact with visitors visiting the developed site at appropriate frequencies.</p> <p>Depending on the intensity and type of use, patrols occur as seldom as once a week and can be as often as several times per day.</p>	Operations	<ul style="list-style-type: none"> • Uniformed employees spend time interacting with visitors above and beyond minimum time required to enforce regulations.

Developed Sites Key Measure: RESPONSIVENESS

- Experience meets visitor expectations, needs and preferences
- Information is available
- “Good Host “ approach is implemented and apparent

STANDARD	CLARIFIER	“CREW” TYPE	TASKS
1. *When signed as	As a part of regular compliance patrols, check constructed features that are signed as	Operations	<ul style="list-style-type: none"> • Check accessible features and accessibility signing at

accessible, constructed features meet current accessibility guidelines.	<p>accessible, as defined by current agency direction, and ensure the feature is, indeed, accessible.</p> <p>If features signed as accessible do not, in fact, meet accessibility direction, remove accessibility signs.</p>		<p>appropriate frequencies to ensure accessibility signing is accurate and meets current agency direction.</p> <ul style="list-style-type: none"> Remove signs if features signed as accessible do not meet accessibility direction.
2. Visitors feel welcome.	<p>The developed recreation site entrance is well marked and easily found; Forest Service employees & agency representatives demonstrate good customer service practices.</p> <p>Forest Service employees (and their representatives) interact with visitors above and beyond minimum time required to enforce regulations and to provide a sense of security (all types of personnel engage in task).</p>	Operations	<ul style="list-style-type: none"> All employees spend time interacting with visitors above and beyond minimum time required to enforce regulations or to provide a sense of security.
3. Information boards are posted in a user-friendly and professional manner.	<p>Allowable site uses, restrictions, and other important information, such as access, are posted.</p> <p>Reference applicable publications for poster layout design and intensity. Posters are easy to read and understandable for the intended customer. Information boards are not cluttered. Posters are kept up so they are not faded, torn, out-of-date, or inaccurate.</p>	Operations	<p>For task information see:</p> <p><u>Cleaning Recreation Sites December 1995</u> 9523 1206-SDTDC page 40.</p>
4. Visitors are provided opportunities to communicate satisfactions (needs, expectations).	<p>Establish efficient and cost-effective systems to provide visitors a means to communicate needs and expectations at appropriate levels and frequencies.</p> <p><u>Systems can include:</u></p> <ul style="list-style-type: none"> Field personnel who provide customer comments cards as part of regular patrol. Comment cards and receptacles that are provided at selected contact points as deemed appropriate by the recreation manager. 	Operations	<ul style="list-style-type: none"> Distribute visitor comment cards as the opportunity arises. Provide distribution and collection information to users. Provide comment card receptacles at contact points. Communicate recreation opportunities
5. Visitor information facilities are staffed appropriately during seasons of use and current information is available.	<p>Visitor centers, visitor contact stations, and other facilities primarily intended for the dissemination of recreation information are staffed with recreation information providers during hours of operation.</p> <p>Appropriate staff includes personnel who share information about recreation opportunities and issues as requested.</p>	Operations	<ul style="list-style-type: none"> Staff visitor information facilities with recreation information providers during hours of operation.

<p>6. Recreation site information is accurate and available from a variety of sources and outlets.</p>	<p>Recreation information describing site amenities, management, and opportunities, etc. is reviewed for accuracy. To meet this standard, accurate site information is made available at least annually as required by site changes.</p> <p>Site-specific information is made available for public consumption from both Forest Service and other appropriate and user-convenient outlets, including but not limited to resorts, permitted operations, local merchants, other public agency visitor contact points, internet recreation information providers, and recreation and travel publications. Information products can include site-specific brochures, pamphlets, books, etc.)</p>	<p>Operations</p>	<ul style="list-style-type: none"> • Review information • Identify information outlets • Offer outlets the opportunity to disseminate site information • Establish and follow procedures to allow outlets to obtain and distribute information material.
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Developed Sites Key Measure: CONDITION OF FACILITIES

- Facilities look good
- Facilities are in good repair
- Facilities are appropriate
- Facilities function

<p>1. Constructed features are serviceable and in good repair throughout the designed service life</p>	<p><u>ANNUAL MAINTENANCE.</u> Work performed to maintain serviceability, or repair failures during the year in which they occur. Includes preventive and/or cyclic maintenance performed in the year in which it is scheduled to occur. Includes periodic condition assessment surveys by qualified personnel as required by agency protocol. Unscheduled or catastrophic failures of components or assets may need to be repaired as a part of annual maintenance.</p> <p><u>Repair.</u> Work to restore a damaged, broken, or worn-out fixed asset, component, or item of equipment to normal operating condition. <u>Repairs may be done as annual maintenance</u> or deferred maintenance activities.</p> <p><u>Preventive Maintenance.</u> Scheduled servicing, repairs, inspections, adjustments, and replacement of parts that result in fewer breakdowns and fewer premature replacements, and help achieve the expected life of the fixed asset. Inspections are a critical part of preventive maintenance as they provide the information for scheduling maintenance and evaluating its</p>	<p>Maintenance</p>	<ul style="list-style-type: none"> • Inspect structures with high-hazard potential. • Conduct condition survey assessments per agency protocols. • Perform annual or cyclic work to restore damaged, broken, or worn-out fixed asset, component, or item of equipment to normal operating condition • Perform scheduled servicing, repairs, inspections, adjustments, and replacement of parts that result in fewer breakdowns and fewer premature replacements, and help achieve the expected life of the fixed asset. • As appropriate per agency regulations, analyze environmental impacts of ground-disturbing proposals.
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effectiveness.

Cyclic Maintenance. Preventive maintenance activities that recur on a periodic and scheduled cycle. Typical cyclic maintenance includes refinishing signs, etc.