

Appendix 19

National Quality Standards for Recreation Site Management

MEANINGFUL MEASURES STANDARDS

The concessionaire (Holder) and Forest Service (Government) will share responsibility for meeting Meaningful Measures standards at recreation sites under concession management. This list of Meaningful Measures standards has been annotated to indicate which Meaningful Measures standards are Holder, Government, or joint responsibility. In cases joint responsibility, consult Appendix E for clarification of Government and Holder responsibilities.

Elements of the Developed Recreation component include campgrounds, day use areas, trailheads, improved boat ramps, sewage disposal facilities and visitor centers (physical operation only).

Critical standards are preceded by an astrisk (*).

Health and Cleanliness

1. *Humans are free from unhealthy exposures to human waste. (Holder)
2. *Water and sewage treatment systems meet state and federal standards. (Holder)
3. Garbage does not exceed the capacity of the garbage containers. (Holder)
4. Garbage containers are animal resistant. (Holder)
5. Developed sites are free of litter and domestic animal waste. (Holder)
6. Graffiti is removed within 48 hours of discovery or notification. (Holder)
7. Toilets and garbage locations are clean and free of objectionable odor. (Holder)
8. If the Pack In-Pack Out program is used, the message is clearly posted and any accumulations of trash are removed within 24 hours of discovery of notification. (Holder)
9. All other facilities are clean and well maintained. (Holder)

Setting

1. *Effects from recreation use that conflict with environmental laws (such as ESA, NHPA, Clean Water Act, TES, etc.) are analyzed and mitigated as needed. (Government)
2. Offered recreation opportunities, site development, and management is consistent with ROS objectives and forest land management plan development scale. (joint)
3. Scenery of the developed site is managed consistent with the scenery management objective. (Government)
4. A vegetation management plan is completed and implementation is on schedule. This includes correcting or preventing loss of vegetation and erosion caused by recreation use.(Government is responsible for preparing plans, Holders are responsible for managing the site according to completed plans.)
5. Numbers of visitors and vehicles are kept at or below site capacity. (Holder)

Safety and Security

1. *Documented site safety inspection is completed annually. Documented high risk conditions are corrected prior to use. (Inspection is joint, Holder corrects hazards)
2. *High risk site conditions, which develop during the use season, are corrected immediately, or identified to protect the public, or the site is closed. (Holder)
3. *Concession personnel have dependable communications. (Holder)
4. *Activities prohibited under 36 CFR 261.14 sub-part A (sections pertinent to recreation use of developed sites) or concessionaire rules of use are dealt with appropriately. (See Appendix R for details).
5. *Electrical systems meet applicable state and local regulations. (joint)
6. Concessionaire presence is sufficient to provide users a sense of security.
7. Patrols for an appropriate level of law enforcement occur. (Holder provides most routine patrol of site).

Responsiveness

1. *Facilities, when signed as accessible, meet standards of the draft proposed Access Board Guidelines for new facility construction and alterations to existing facilities. (joint)
2. Site entrance is well marked, easily found, and the user feels welcome. (Joint, Government provides entrance sign, Holder maintains entrance sign and provides identification as a concessionaire-operated site.)
3. Information boards look fresh, professional, are uncluttered and contain appropriate current/seasonal information. Multilingual services are provided as needed. (Holder)
4. Concession personnel receive an appropriate level of training on good hosting. (Holder).
5. A visitor satisfaction and needs assessment is completed at least every five years. (Examples: Customer Comment Card, Customer Report Card, university studies) (Holder provides comment forms, Government conducts needs assessment)
6. Visitor centers are staffed appropriately during seasons of use and current information is available. (not applicable)
7. Information about recreation sites is available from a variety of sources and outlets, such as Forest visitor maps, brochures, at Forest and District offices or at recreation sites. (joint)

Condition of Facilities

1. *Restrooms are functional and in good repair. (joint)
2. All facilities, including parking and use areas, meet Forest Service design standards (such as SSTs) and guidelines of the draft proposed Access Board Guidelines for new facility construction and alterations to existing facilities, per the transition plan. (Government).
3. Roads, spurs, water systems, and other structures meet the INFRASTRUCTURE definition for good condition which means the facility is fully serviceable and needs only routine maintenance. (joint, per Holder and Government M&R responsibilities)
4. Signs and bulletin boards are well maintained, neatly arranged, and meet FSH standards. (joint)
5. Roads within or adjacent to developed sites are treated or constructed to control dust. (Government)

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6. Vandalism is corrected or mitigated within one week of discovery or notification.
(Holder)

Public Service Standards from CLEANING RECREATION SITES

The following services should be met, at a minimum, in places offering services to the public. These standards are necessary in order to insure a pleasant recreation experience for the visitor.

1. Toilets, showers, and dressing areas
 - Toilet bowls, risers, seats, seat covers, and urinals free of deposits on surfaces
 - Building interiors free of dirt, trash, graffiti, insects (dead and alive), and spider webs
 - Floors free of standing water
 - Chromeware clean and bright
 - Toilet paper, towels, and seat covers (where provided), stocked to last until next day and/or cleaning
 - Unpleasant odors (both sewage and chemical) minimized
2. Toilets and other buildings (exterior)
 - Walkways and trails clean and clear of obstructions for public safety and accomodating people with disability
 - Floor mats clean
 - Exterior walls free of graffiti
 - Roof generally free of leaves and branches
 - Eaves free of wasp nests, bird nests, and spider webs
3. Toilet vaults
 - Vaults not more than three-fourths full
 - During cleaning, the vaults should be cleaned as thoroughly as possible to help prevent the production of odors
4. Tables and benches
 - Tops and seats free of dirt, grease, and large carvings
 - Under portion free of spider webs, etc.
 - Tops, seats, and legs secure and functional
5. Fireplaces, char-grills, fire rings, and stoves
 - No more than half-full of ashes
 - All ashes and partially burned wood confined to fireplace or grill
 - Grill surface free of grease and food particles at time of ash removal
 - Pedestals and bases straight and secure, and components functional
 - Leftover firewood stacked beside unit
6. Garbage cans and depositories
 - Plastic liner half-full or less
 - Emptied within 7 days

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- Cans clean on outside, all litter and debris picked up around cans or container.
7. Hand pumps, fountains, and hydrants
- All units free of grease or residue
 - All units secure and drip-free
 - Catch basins (drains) free of food particles, soaps, grease, debris, standing water, and functioning properly
 - All fixtures and facilities meet applicable standards; threaded faucets removed
 - Fixtures disinfected as necessary
 - Water tests meet applicable standards
8. Grounds
- Generally free of trash, bottles, cans, glass, and obvious litter
 - Family units free of all litter, including bottle caps, flip tops, and cigarette butts
 - Trees free of nails, rope, wire, hazard branches, etc.
 - Managed, planted lawns maintained according to operations and maintenance (O&M) plan
 - Steps, decks, and ramps free of loose boards, loose nails, and slick spots
 - All tripping hazards eliminated
9. Signs, posters, bulletin boards, and information boards
- All signs, bright, straight, and secure
 - Signs, bulletin boards, and visitor information boards free of holes, blemishes, random staples, nails, etc.
 - Signs and posters fresh, and provide up-to-date information (eg., current maps, emergency information, applicable recreation site regulations)
 - Area around sign posts free of weeds and brush, unless part of the planned landscaping
 - Posters kept to a minimum
 - No unauthorized signs, posters, or bulletins shall be attached to buildings