

AUTOMOBILE SERVICE STANDARDS (10-AUT)

Description - Operations that provide automotive fuel. Additional services may include auto repair services consistent with industry standards (full mechanical repair, automotive technicians, tires and lubrication), automotive retail (oil, antifreeze, etc.), towing, and emergency 24-hour mechanic services. Employees may be assigned full time or make regular visits to maintain the fuel stations during operating hours. These services may be associated with a convenience store.

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 |
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| | Service Station – Exterior | |
| 1 | Building Structure - 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 | Landscaping/Grounds - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Grounds are well-maintained. Appropriate drainage is maintained to keep water from collecting against buildings. | B |
| 3 | Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes. | B |
| 4 | Pathways, Sidewalks, Ramps, and Steps - Pathways, sidewalks, ramps, and steps are unobstructed. Surfaces are well-maintained and free of tripping hazards. Hand railings are well-maintained and sturdy enough to support visitor use. | B |
| 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. | B |
| 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 |

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| 7 | <u>Site Utilities, Equipment, and Delivery Area</u> - Service areas are neat and well-maintained. Service equipment (above ground tanks, tow trucks, etc.) is adequately marked and well-maintained. Fuel safety messages are posted as required by OSHA, state, or local regulations. Utilities are hidden from public view as much as possible. | A |
| 8 | <u>Trash/Recycling</u> - 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 |
| 9 | <u>Fences and Walls</u> - Fences and walls are well-maintained and cleared of overgrowth. | C |
| 10 | <u>Vending Machines</u> - 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. | B |
| Public Areas – Interior | | |
| 11 | <u>Waiting Area</u> - Garage waiting areas are appropriately furnished, clean, and well-maintained. | C |
| 12 | <u>Windows, Doors, Walls, Ceilings, Floors, and Screens</u> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage. | B |
| 13 | <u>Public Restrooms</u> - Restrooms are clean, ventilated, well-illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. | B |
| 14 | <u>Public Signs</u> - 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. Signage is neatly arranged. | B |
| 15 | <u>Illumination</u> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs. | B |
| 16 | <u>Ventilation/Climate Control</u> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort. | B |
| 17 | <u>Drinking Fountains</u> - Water fountains are clean and operational. Water bottle filling stations are preferred. | C |
| 18 | <u>Storage Areas</u> - Storage areas within view of the public are neat and clean with appropriate access signage. Back-of-house storage areas are neat and clean. | C |
| 19 | <u>Shelving and Display Safety</u> - Products in customer areas are shelved, displayed, or stored so they are not falling or tripping hazards. Products that present safety risks are placed out of children's reach. Out of reach merchandise has appropriate staff assistance signage. | B |

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| 20 | 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 yearly. | A |
| 21 | First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit. | B |
| 22 | ATM Machines - ATM machines are signed, stocked, operational, and well-maintained. Machines are appropriately located and do not obstruct visitor foot traffic. ATM signage is park-themed or generic. Brand information is only visible when at the machine. | C |
| 23 | Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained. | B |
| Fuel Islands | | |
| 24 | Access - Access to pump islands is clearly marked and there is adequate space to facilitate vehicle queuing without adverse effects to pump lines, other vehicles, or resources. | B |
| 25 | Pump Islands - Islands and gas pads are clean and well-maintained. Pump displays are clean and stocked. | B |
| 26 | Fuel Dispensers - Dispensers, including nozzles and hoses, are operational and well-maintained. Dispensers have functioning fire/shear valves, and hoses are equipped with breakaway devices. Local/county/state regulatory certificates for weights and measures are current and posted. Pump signs and decals are visible and well-maintained. Dispenser display screens are protected against UV damage and vandalism. | A |
| 27 | Pay-at-Pump - Credit/debit card 'pay-at-pump' equipment is operational. Receipts are printed on request. | B |
| 28 | Available Fuels - At least two grades of unleaded fuel are available. Fuels and prices are clearly marked. | C |
| 29 | Windshield Washing - Squeegees or paper towels are available. Squeegees are submerged in a receptacle with clean water and are well-maintained. | C |
| 30 | Smoking Policy - The "no smoking" policy is enforced. | A |
| 31 | Public Safety Notices - Required safety notices are conspicuously posted around pump islands. Signs at fuel dispensers include "no smoking" signs, "switch off engine" signs, and emergency fuel shut-off signs. | A |
| 32 | Fire Extinguishers - Fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are signed, with operating instructions and current inspection tags. | A |
| 33 | Emergency Fuel Shutoff - An emergency fuel shut off is posted, accessible, and located in compliance with NFPA standards. | A |

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| 34 | Emergency Response and Spill Containment Equipment - Fire response equipment is provided in accordance with NFPA, other applicable regulations, and the park. Spill response equipment is well-maintained and accessible. This equipment is specified in the concessioner's SPCC and Emergency Response plans, and is adequate to respond to incidental and non-incident fuel and oil spills. Equipment includes personal protective equipment for emergency response. Fuel attendants are trained as specified in the SPCC plan. | A |
| 35 | Fuel Storage Tanks - Secondary containment and automatic leak detection systems are in place for aboveground and underground tanks, piping, and dispensers as required. | A |
| | Garage/Auto Repair | |
| 36 | Garage Bay Doors - Bay doors are operational, well-maintained, and equipped with exhaust escape and safety operating devices. Garage is secure. | A |
| 37 | Service Bay Access - Access to service station bays is limited to qualified employees. Limited access signs are prominently displayed. | B |
| 38 | Shop Lighting - Lighting is adequate to perform automotive maintenance activities safely. Fixed ceiling lighting and portable lights are operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover. | B |
| 39 | Lifts - Vehicle lifts are operational and well-maintained. A lift inspection log is maintained. | B |
| 40 | Tools - Tools are neat and well-maintained. | B |
| 41 | Floor -The automobile service floor is free of clutter and tripping hazards such as extension cords and power hoses. Floor cracks are filled to prevent seepage. | B |
| 42 | Storage - Equipment, parts, and supplies are stored in an organized and secure fashion. To the greatest degree possible, parts and supplies are stored off the floor on industrial shelves suitable for the weight of the items and physical environment in which the shelves are used. | B |
| 43 | Fire Extinguishers - Fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are signed, with operating instructions and current inspection tags. | A |
| 44 | 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 yearly. | A |
| 45 | Other Safety Equipment - Other required safety equipment (eye-wash stations, etc.) are operational and appropriately located. | A |
| 46 | Hazardous Materials - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans. | A |
| 47 | Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible. | A |
| | OPERATIONAL STANDARDS | |
| | Accessibility | |

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| 48 | Accessibility - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility. | A |
| Services | | |
| 49 | Hours of Operation - Facilities and services are operated in accordance with posted hours of operation. Hours of operation are prominently displayed and visible from the exterior. After-hours contact information is posted. | B |
| 50 | Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, etc.) are accepted at the concessioner's discretion or at the direction of the Service. | B |
| 51 | Repair Service Rates - Hourly repair service rates and specific fixed-rate service prices are posted. | C |
| 52 | Air Pump - Coin-operated air pump and tire pressure gauge are operational and well-maintained. | B |
| 53 | Propane - Propane filling station is secure, operational, and well-maintained. Propane tanks are inspected and filled by qualified staff. Tanks not in compliance with state or federal laws are not refilled. | A |
| 54 | Towing - Towing vehicles are licensed, inspected, and adequately sized. Service response times are stated to the visitor at the time of request. | B |
| 55 | Park Orientation Material - Park-specific materials are available (brochures, park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest, highways, airports, restaurants, etc.) or the visitor is directed to an information source. | C |
| 56 | Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures are established to ensure prompt, accurate responses to visitor inquiries. | C |
| Retail | | |
| 57 | Acceptable Merchandise - Automotive merchandise (oil, windshield wiper blades, wiper fluid, ice-scrapers, etc.) is available and consistent with the operating plan. Adequate selection of other merchandise (grocery, convenience, souvenirs) as specified in the operating plan is available. Merchandise is accurately labeled with price. Identical items may be marked by display area, rather than individually labelled. | B |
| 58 | Sales Tracking - An electronic point of sale system (POS) is used to provide timely and accurate checkout services and to support reporting systems. A merchandise inventory management system is operational and adequate to maintain sufficient inventory and track sales for determining gross receipts. | B |
| Personnel | | |
| 59 | Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service. | A |

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| 60 | 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 |
| 61 | Employee Appearance - Employees wear a park-approved uniform or name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance. | B |
| 62 | 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, and NPS philosophy and policy. All training is documented. | B |
| | Rates | |
| 63 | 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.