

Appendix 19:
National Quality Standards

Meaningful Measures for Quality Recreation Management

RECREATION SITES

National Quality Standards

February 5, 2002

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.

Key Measure: HEALTH AND CLEANLINESS

1. *Visitors are not exposed to human waste.
2. *Water, wastewater, and sewage treatment systems meet federal, state and local water quality regulations.
3. Garbage does not exceed the capacity of garbage containers.
4. Individual units and common areas are free of litter including domestic animal waste.
5. Facilities are free of graffiti.
6. Restrooms and garbage locations are free of objectionable odor.
7. Constructed features are clean.

Key Measure: RESOURCE SETTING

1. *Effects from recreation use do not conflict with environmental laws (such as ESA, NHPA, Clean Water, TES, etc).

2. Recreation opportunities, site development, and site management are consistent with Recreation management system (ROS, SMS, BBM) objectives, development scale, and the Forest land management plan.
3. Landscape character at the developed recreation site is consistent with the Forest scenic integrity objectives.
4. Visitors and vehicles do not exceed site capacity.

Key Measure: SAFETY & SECURITY

1. *High-risk conditions do not exist in developed recreation sites.
2. *Utility inspections meet federal, state, and local requirements.
3. Laws, regulations and special orders are enforced.
4. Visitors are provided a sense of security

Key Measure: RESPONSIVENESS

1. *When signed as accessible, constructed features meet current accessibility guidelines.
2. Visitors feel welcome.
3. Information boards are posted in a user-friendly and professional manner.
4. Visitors are provided opportunities to communicate satisfactions (needs, expectations).
5. Visitor information facilities are staffed appropriately during seasons of use and current information is available.
6. Recreation site information is accurate and available from a variety of sources and outlets.

Key Measure: CONDITION OF FACILITIES

1. Constructed features are serviceable and in good repair throughout the designed service life.
2. Constructed features in disrepair due to lack of scheduled maintenance, or in non-compliance with safety codes (e.g. life safety, OSHA, environmental, etc.) or other regulatory requirements (ABA/ADA, etc.), or beyond the designed service life, are repaired, rehabilitated, replaced, or decommissioned.
3. New, altered, or expanded constructed features meet FS design standards and are consistent with an approved site development plan, including an accessibility transition plan.

Public Service Standards from CLEANING RECREATION SITES

The following services should be met 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 accommodating 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
- 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 building