

# Meaningful Measures for Quality Recreation Management

## DEVELOPED SITES

### National Quality Standards

(w/Clarifiers & Tasks)



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**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

- A discrete place containing a concentration of facilities and services used to provide recreation opportunities to the public, such as a campground, picnic ground, trailhead, or scenic overlook parking lot. Elements of the Developed Sites component include facilities such as day use areas, improved boat ramps, sewage or solid waste disposal facilities and visitor centers (physical or facility operation only).
- Managed to enhance opportunities for recreation.
- If the primary management objective is to provide an enhancement of recreation opportunities through site modification and the providing of various amenities consider the facility/site a **DEVELOPED SITE**. If the primary management objective is to protect and stabilize natural resources consider the facility/site a **CONCENTRATED USE AREA**.

<p>3. Garbage does not exceed the capacity of garbage containers.</p>	<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>	<p>Operations</p>	<ul style="list-style-type: none"> <li>Remove garbage from receptacles</li> <li>For additional task information see:  <b><u>Cleaning Recreation Sites</u></b> <b>December 1995</b> <b>9523 1206-SDTDC</b></li> </ul>
<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>(Landfill fees can be included here if tracked by individual site or can be captured as part of Recreation Program Management cost if tracked on a unit basis)</p>	<p>Operations</p>	<ul style="list-style-type: none"> <li>Pick-up, remove and dispose of litter in Developed Sites.</li> <li>For additional task information see:  <b><u>Cleaning Recreation Sites</u></b> <b>December 1995</b> <b>9523 1206-SDTDC</b></li> </ul>
<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"> <li>Remove graffiti from constructed features using appropriate, cost-effective and environmentally acceptable techniques. Methods can include sandblasting and the application of cleaning compounds.</li> <li>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.</li> </ul>
<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"> <li>Deodorize fixtures, buildings and garbage collection area.</li> <li>For additional task information see:  <b><u>Cleaning Recreation Sites</u></b> <b>December 1995</b> <b>9523 1206-SDTDC</b></li> </ul>

	<p>appropriate Condition of Facilities standard]</p> <p><u>Maintenance Map</u>  Res. Setting #1 = Identify AM, DM or CI work  CofF #1 = Annual Maintenance  CofF#2 = Deferred Maintenance  CofF#3 = Capital Improvement</p>	<p>Operations</p> <p>Operations</p>	<p>constructed features).</p> <ul style="list-style-type: none"> <li>• Post warning or detour signs.</li> <li>• Patrol the Developed Site to ensure users do not use protected areas.</li> </ul>
<p>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.</p>	<p><u>Review Site Management</u>  Annually the site manager reviews the operation and maintenance plan for each site, and/or reviews reconstruction project proposals and determines the plan is consistent with the Forest Plan prescription direction for that site.</p> <p>If use of a developed site results in unacceptable visual or physical degradation to the grounds and adjacent area (per Forest Plan prescription), the site manager identifies the need for appropriate specialist analysis** and then participates as needed in the determination of mitigation.</p> <p>**Analysis could include determining the need for physical barriers, signs, and traffic control devices, etc. (see next standard).</p>	<p>Manager</p>	<p><u>Review Projects/Plans</u></p> <ul style="list-style-type: none"> <li>• Annually the recreation manager reviews the operation and maintenance plan for each Developed Site determines plans are consistent with the Forest Plan prescription direction for the site.</li> <li>• The recreation manager reviews all project proposals and determines proposals/plans are consistent with the Forest Plan prescription direction for the Developed Site.</li> <li>• The recreation manager identifies the need for appropriate specialist analysis and then participates as needed in the determination of mitigation</li> </ul>
<p>3. Landscape character at the developed recreation site is consistent with the Forest scenic integrity objectives.</p>	<p><u>Manage and Protect the Physical Setting</u>  The Developed Site vegetation and grounds are managed and protected per the site vegetation management plan. A vegetation management plan is implemented on schedule.</p> <p>(NOTE: Vegetation Management Plan development, along with all other Operations Planning, is a Recreation Program Management task)</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 vegetation healthy and composition meet vegetation plan direction.</p> <p>Vegetation treatment and management is a</p>	<p>Operations</p>	<p><u>Manage and Protect the Physical Setting</u></p> <ul style="list-style-type: none"> <li>• Brush around constructed features</li> <li>• Mow grounds.</li> <li>• Treat vegetation</li> <li>• Meet shade objectives</li> <li>• Stabilize stream-bank</li> <li>• Plant tree/shrub/grass</li> <li>• Erect temporary/ disposable fencing</li> <li>• Post warning signs</li> </ul>

	<ol style="list-style-type: none"> <li>1. Sites experiencing extreme fire danger</li> <li>2. Signs obscured from view causing hazardous travel conditions</li> <li>3. Obstacles on access routes which could cause harm to intended users</li> <li>4. Vegetation obscuring presence of poisonous animals.</li> <li>5. Poisonous vegetation</li> </ol>		<ul style="list-style-type: none"> <li>• Mow or brush vegetation to minimize or abate poisonous animal conflicts or limit exposure to poisonous vegetation.</li> </ul> <p>(NOTE: brushing and mowing for vegetation management or aesthetic purposes is a task under RESOURCE SETTING std #3)</p>
2. *Utility inspections meet federal, state, and local requirements.	<p>Qualified personnel inspect utilities at required frequencies. Required frequencies are established by local, state or federal regulation.</p> <p>Fee payments are current.</p>	Operations	<ul style="list-style-type: none"> <li>• Inspect utilities at required frequencies (If for a building or other individualized asset i.e., water system, bridge, etc., task is "maintenance")</li> <li>• Pay utility bills</li> </ul>
3. Laws, regulations and special orders are enforced.	<p>Enforce 36 CFR261 regulations enforceable by Forest Protection Officers (LE Level II) as needed to protect constructed and natural features from damage and to ensure visitors are not exposed to prohibited activities.</p> <p>Mitigate, as appropriate, activities prohibited under the 36 CFR261 sections pertinent to use of general forest areas. 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"> <li>• Enforce regulations upon contact with users engaged in prohibited activities.</li> <li>• Respond to complaints from third parties.</li> <li>• As discretion warrants, counsel or advise users engaged in prohibited activities on the effects and impacts of their actions.</li> </ul>
4. Visitors are provided a sense of security	<p>Forest Service 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 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> <p>[NOTE: A portion of the cost to meet this standard is the cost to enable employees to professionally interact with visitors. These tasks are a cost to RECREATION PROGRAM MANAGEMENT (RPM). RPM costs include</p>	Operations	<ul style="list-style-type: none"> <li>• Uniformed employees spend time interacting with visitors above and beyond minimum time required to enforce regulations.</li> </ul>

<p>3. Information boards are posted in a user-friendly and professional manner.</p>	<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>	<p>Operations</p>	<p>For task information see:</p> <p><b><u>Cleaning Recreation Sites</u></b>  <b>December 1995</b>  <b>9523 1206-SDTDC page 40.</b></p> <p>Missoula Technology and Development Center, USDA-Forest Service visitor Information Boards in Recreation Areas. John Nobert Tech Tip #9523-2302, November 1994</p>
<p>4. Visitors are provided opportunities to communicate satisfactions (needs, expectations).</p>	<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"> <li>• Field personnel who provide customer comments cards as part of regular patrol.</li> <li>• Comment cards and receptacles that are provided at selected contact points as deemed appropriate by the recreation manager.</li> </ul>	<p>Operations</p>	<ul style="list-style-type: none"> <li>• Distribute visitor comment cards as the opportunity arises.</li> <li>• Provide distribution and collection information to users.</li> <li>• Provide comment card receptacles at contact points.</li> <li>• Communicate recreation opportunities</li> </ul>
<p>5. Visitor information facilities are staffed appropriately during seasons of use and current information is available.</p>	<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> <p>[NOTE: Information delivery DOES NOT include interpretation and education activities. Interpretation and education activities include the preparation and delivery of interpretative presentations and displays or the providing of environmental education products and services.</p> <p>Information delivery DOES NOT include "cost pool" information delivery, typically associated with administrative sites.]</p>	<p>Operations</p>	<ul style="list-style-type: none"> <li>• Staff visitor information facilities with recreation information providers during hours of operation.</li> </ul>
<p>6. Recreation site information is accurate and available from a variety of</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>Operations</p>	<ul style="list-style-type: none"> <li>• Review information</li> <li>• Identify information outlets</li> <li>• Offer outlets the opportunity</li> </ul>

	<p><u>maintenance</u> or deferred maintenance activities.</p> <p><b>Preventive Maintenance.</b> 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 effectiveness.</p> <p><b>Cyclic Maintenance.</b> Preventive maintenance activities that recur on a periodic and scheduled cycle. Typical cyclic maintenance includes refinishing sign, etc.</p>		<p>adjustments, and replacement of parts that result in fewer breakdowns and fewer premature replacements, and help achieve the expected life of the fixed asset.</p> <ul style="list-style-type: none"> <li>• As appropriate per agency regulations, analyze environmental impacts of ground-disturbing proposals.</li> </ul>
<p>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 <u>repaired</u>, <u>rehabilitated</u>, <u>replaced</u>, or <u>decommissioned</u>.</p>	<p><b>DEFERRED MAINTENANCE.</b> Maintenance that was not performed when it should have been or when it was scheduled and which, therefore, was put off or delayed for a future period. When allowed to accumulate without limits or consideration of useful life, deferred maintenance leads to deterioration of performance, increased costs to repair, and decrease in asset value.</p> <p>Code compliance (e.g. life safety, ABA/ADA, OSHA, environmental, etc.), Forest Plan Direction, Best Management Practices, Biological Evaluations, other regulatory or Executive Order compliance requirements, or applicable standards not met on schedule are considered deferred maintenance.</p> <p><b>Repair.</b> Work to restore a damaged, broken, or worn-out fixed asset, component, or item of equipment to normal operating condition. Repairs may be done as annual maintenance or deferred maintenance activities.</p> <p><b>Rehabilitation.</b> Renovation or restoration of an existing fixed asset or any of its components in order to restore the functionality or life of the asset.</p> <p><b>Replacement.</b> Substitution or exchange of an existing fixed asset or component with one having essentially the same capacity and purpose. Replacement eliminates deferred maintenance needs for the replaced fixed asset or component. The</p>	<p>Maintenance</p>	<ul style="list-style-type: none"> <li>• Perform work to restore a damaged, broken, or worn-out fixed asset, component, or item of equipment to normal operating condition.</li> <li>• Renovate or restore existing fixed asset or any of its components in order to restore the functionality or life of the asset.</li> <li>• Substitute or exchange existing fixed asset or component with one having essentially the same capacity and purpose.</li> <li>• Demolish, dismantle, remove, obliterate and/or dispose deteriorated or otherwise unneeded asset or component, including necessary cleanup work.</li> <li>• As appropriate per agency regulations, analyze environmental impacts of ground-disturbing proposals</li> <li>• Conduct, per agency protocols, condition survey assessments that have been deferred</li> <li>• Survey features to obtain</li> </ul>