

## **Part 1:** **Your Job at the National Mall.**

You are joining a professional team of Rangers, Supervisory Rangers, managers, and park volunteers. Each of us has a specific part to play as we seek to preserve the cultural sites with which we have been entrusted.

This manual is specifically for the GS 5/7/9 Ranger, but every park employee and volunteer should understand our code of conduct, standards of behavior, basic entitlements, and official duties.

**Code Of Conduct.** Since federal employees are constantly in the public eye, we expect you to behave in a professional manner. You should follow regulations and be:

- **Courteous.** We are here to care for, interpret and manage the parks for the benefit of the visitor. Visitors are entitled to respect, courtesy, and assistance. Employees shall treat each and every person they contact with dignity.
- **Helpful.** Rangers should know the city and be able to give accurate and

intelligible directions to the important sites in the Nation's Capital.

- **Non-Confrontational.** Rangers are never, under any circumstances, to become confrontational or argumentative. Always respond to questions positively and sincerely. Occasionally a visitor will be unhappy and may express this to Rangers in an unpleasant way. The best thing to do is to listen sympathetically. Often, the visitor may only want to vent their anger and you are simply the closest target.

If a confrontation occurs, attempt to handle the complaint, but do not aggravate the situation. Do not send a visitor to another location to complain. Offer to call a Lead Ranger or Supervisor. Personal contact with a Supervisor is often enough to calm complainants. If a visitor wants to write a formal complaint, provide the name of the Site Manager and the address: Mall Operations, National Capital Parks - Central, 900 Ohio Drive, SW, Washington, D.C. 20242.

**Standards of Behavior.** The following alphabetized list provides general guidelines for your behavior:

**Accountability.** Employees will account for and safeguard all government equipment. You must immediately report any damage to or loss of official vehicles, property, or equipment. Supervisors may take appropriate disciplinary actions pursuant to formal investigations and findings of negligence, culpability, or willful

destructiveness on the part of the employee.

- **Keys.** Your Supervisor will issue you appropriate keys that provide access to sensitive areas within our memorials. Carry these keys whenever on duty. It is unlawful to make copies of government keys. Notify Supervisors if you lose a key, or if a key becomes stolen, damaged, or broken. Do not transfer custody of government keys to unauthorized individuals.
- **Government Identification Cards.** You should apply for a Department of the Interior I.D. card which allows access to Department and other government buildings. Keep your I.D. card with you at all times when on duty.

**Chain Of Command.** You should adhere to the established supervisory chain of command in the accomplishment of your assigned duties. If you require information or assistance, contact your immediate Supervisor first. If not satisfied with your Supervisor's response, you may request a meeting with the next higher level Supervisor.

**Dealing with VIPs and Dignitaries.**

The Mall is a highly visible area frequented by many influential individuals and groups. Rangers must display tact and diplomacy when dealing with these individuals.

Congressmen/Congresswomen, military and other government officials, and foreign dignitaries frequently make announced and unannounced visits on the Mall. Often these people demand immediate attention, so accommodate

them the best way possible. If Secret Service or State Department escorts accompany the dignitaries, cooperate with them. Log these visits in the logbook and notify the Supervisor.

You may be asked to conduct special Mall or memorial tours for VIPs. These are generally coordinated through the National Capital Region or National Capital Region-Central offices and assigned by the chief of Visitor Services, NACC. Be prepared to alter your interpretive programs to fit their needs and interests.

**Fraudulent or False Statements or Certifications.** Such statements, particularly in connection with time and attendance records, travel vouchers, purchase orders, and/or compensation claims will subject you to disciplinary action up to and including removal.

**Gambling.** Gambling in any form is prohibited on federal lands or property. No exceptions will be permitted.

**Gifts and Gratuities.** Except as provided in 43 CFR, employees shall not solicit or accept, directly or indirectly, any gift, gratuity, favor, entertainment, or loan, regardless of its value, from a person who:

- Has, or is seeking to obtain contractual or other business or financial relations with the National Park Service
- Conducts operations or activities that are regulated by the National Park Service
- Has interests that may be substantially affected by the

performance or nonperformance of the employee's official duties

**Housekeeping.** All employees will maintain a clean environment in both public and employee areas. Employees will pick up trash and keep work areas and sites as clean as possible. Cleaning supplies are available at each site. Notify a Supervisor if maintenance, housekeeping, and groundskeeping crews are required.

**Inappropriate Use of Alcohol or Controlled Substances.** Any employee who reports for duty in an intoxicated state or under the influence of a controlled substance may be subject to disciplinary actions, including termination. Use of controlled substances on or off duty may result in disciplinary action. Confidential counseling is available through the Regional Employee Assistance Program. Supervisors can arrange for employees to leave the work site for this purpose.

**Indebtedness.** Employees shall refund salary overpayment, excess travel expense advances, and pay all federal, State and local taxes when due. Failure to do so may result in disciplinary action and/or legal action.

**Job Performance.** We expect you to perform your duties in an appropriate and professional manner. You should carry out the policies and programs of the National Park Service and obey proper requests and directions of Supervisors. As such, you will perform work assigned by your Supervisor and you should perform your duties in the manner prescribed by your Supervisor.

You may express your professional opinions and points of view, however, once a Supervisor or manager has made an assignment or decision, you are expected to comply. In the event you disagree with an assignment or decision, perform the duty or abide by the decision, and then, at the appropriate time and via proper channels, discuss or grieve the matter. The only exception is when you believe that your health or safety is jeopardized or when you are instructed to perform a prohibited act as defined by NPS Code of Conduct or Code of Federal Regulations. Employees must inform a Supervisor if they are being instructed to do something contrary to previous instructions by another Supervisor.

Employees may not change a work assignment, leave a work site, or change a work routine without the specific permission of their Supervisor. Supervisors will take appropriate disciplinary actions or reassign employees whose conduct or manner of performance undermines the efficiency of the Service.

**Media Contacts.** National Capital Region has a Public Affairs Office to deal with requests for information and official press releases or formal statements. If a reporter, newscaster, or other media representative approaches you for an official statement on behalf of the National Park Service or Central Region, defer all comments to the Public Affairs Officer (Phone number 619-7225). However, you may respond to questions posed by media representatives. Limit responses to those areas that fall within your duties as an interpretive ranger.

**Misuse Of Government Equipment and Materials.** Government vehicles, equipment, tools, reproduction machines, computers, telephones, or any items belonging to the federal government are to be used solely for the purpose of achieving federal goals and implementing NPS programs. Conversion, even temporarily on loan, for personal use of government property or equipment including "surplus" property or equipment, or use of government authority (even with reimbursement) for personal acquisitions will subject the guilty employee to appropriate disciplinary action.

Use of official government envelopes, with or without applied postage, or official letterhead stationery for personal business, is a federal offense, carrying a fine and the possibility of disciplinary action.

Park Service telephones are installed for business use. Employees may make or receive emergency phone calls, but excessive use of government telephones for personal conversations is prohibited. Federal long-distance telephone rules allow employees to call their home, doctor, or child's day care facility or school briefly from work - even if it is long distance. They can also call home once a day when on official travel within the United States. Employees should charge personal, long distance calls to their home phone or telephone credit card. Attempt to make such personal calls during lunch breaks, except in emergency situations.

**Nepotism.** An employee may not appoint, employ, promote, advance or advocate for appointment, employment, promotion or advancement, in or to a

position in the park in which they exercise jurisdiction or control, any individual who is a relative of the employee.

**Personal Radios, CD Players, and Like Items.** Line Rangers may not use radios, CD players or similar items, with or without headphones while on duty at any of the sites. However, radios may be permitted in an office or shop environment if the immediate Supervisor agrees. Television sets are only to be used to view training tapes, interpretive programs, or educational materials.

**Profanity.** Employees shall not use profane or indecent language within the hearing of another person or persons in any park, office, or shop area. Such conduct may result in disciplinary action.

**Proper Wear of the Uniform and Conduct while in Uniform.** The public recognizes our uniform as an official symbol of the National Park Service and the federal government. Proudly wear your uniform, correctly display it, and properly maintain it. These uniforms are to be worn only during duty hours and when travelling to and from work. There is not sufficient locker space for all employees, so you are encouraged to keep uniforms at home.

You will receive a uniform allowance. Use it to purchase only authorized uniform items. The entire prescribed uniform will be worn at all times while on duty. If you have not received all of the components of the prescribed uniform, your Supervisor should authorize you to wear appropriate civilian attire.

If you report for duty in a partial, unserviceable, or improper uniform, a Supervisor may direct you to return home in order to acquire appropriate items. This could result in lost pay and even a charge of Absent without Leave (AWOL).

Your uniform should appear clean and pressed.

If any uniform item is lost or stolen, notify a Supervisor immediately.

Wearing recognizable NPS uniform items during non-duty hours is prohibited. For example, when driving to work, wearing jeans and a uniform shirt is not allowed.

Official NPS uniform items will not be worn by unauthorized personnel, including volunteers.

- **Common Uniform Problems:**

- **Hats.** Rangers must wear their hats when outside. Headgear shall also be worn while in the Lincoln and Jefferson Memorial chambers. The hat should rest straight on the head and should not be worn at a severe angle in any direction. Rangers should remove the hat when indoors and during prayers. Keep your hat clean and in good condition. During inclement weather, plastic rain covers will be placed on hats.

- **Sunglasses.** These are an important and authorized addition to the uniform. Lenses should not be heavily mirrored or extremely dark. Faddish styles of glasses are not allowed.

- **Footgear.** Uniform shoes or boots should be cordovan in color and polished. Excessive scuffs and bare spots are inadmissible.

- **T - Shirts.** These garments should not be visible, either at the collar or the sleeves.

- **Necklaces and similar accessories.** Limit these to those approved by the Superintendent.

- **Overgarments.** During winter months or inclement weather, wear only proper NPS coats and jackets with the uniform.

- **Restricted Activities while in Uniform:**

- While in uniform, eating and drinking are to be done only during break periods and out of public view.

- Park Rangers are not allowed to smoke in the presence of park visitors. Smoking should be confined to breaks and designated areas.

- Romantic behavior is inappropriate while in uniform.

- Drinking alcoholic beverages in uniform is not permitted.

- **Saluting While in Uniform.** There are occasions when you will need to salute. You may be asked to participate in formal ceremonies or you may suddenly find yourself near an unfurled national flag or even the President. Follow these basic rules for saluting:

- **How To Salute.** Raise the right hand sharply, fingers and thumb

extended and touching, and place the tip of your right index finger on the brim of your hat, slightly to the right of the right eye, keeping the hand and wrist straight. The outer edge of the hand should be tilted slightly downward so that neither the back of the hand nor the palm is clearly visible from the front.

- **When to Salute Outdoors:**

- **During the National Anthem of the United States or of other countries.** Face the appropriate flag, or the source of the music if a flag is not visible. Leave your hat on, perform a hand salute, and hold the salute for the duration of the anthem.

- **During the U.S. pledge of Allegiance.** Face the flag, hold salute throughout the pledge. You may simultaneously recite the pledge.

- **During the presentations of colors.** Salute when the colors are 6 steps from you and hold the salute until the flag has reached a point 6 steps past you.

- **During the playing of "Hail to the Chief" at a presidential ceremony.** Face the music; hold salute through last note.

- **When the President of the United States passes you in parade or motorcade.** Salute as vehicle passes you.

- **When present at the lowering or raising of a national**

**flag.** Salute until the event is completed.

- **Other times.** Follow the example of military personnel, if present.

- **When to Salute Indoors.** If indoors, regardless of the ceremony, do not salute. Remove your hat, stand at attention, and face the flag or music as appropriate.

- **Conduct for Uniformed Employees During Prayer.** Remove your hat with your right hand. Hold the hat by the hatband (flat hat) or by the bill (other hats), and place your hat and hand over your heart. Bow your head.

**Punctuality.** Reporting to work late can result in being charged Absence Without Leave (AWOL) which results in pay reduction and may be grounds for disciplinary action.

**Resource Management.** The National Park Service is responsible for the maintenance and protection of parklands for the enjoyment of future generations. You must notify Supervisors if you observe any graffiti or damage to the monuments, memorials, or park facilities.

**Safety.** We expect you to perform your duties and operate equipment in a safe manner, in accordance with prescribed safety rules and regulations. If you do not know how to safely operate a piece of equipment, see your Supervisor. Notify Supervisors immediately of any accidents, health problems, or unsafe conditions.

During summer months, visitors and staff alike are subjected to hot temperatures and high humidity levels, increasing the likelihood for hot weather injuries and upper respiratory problems. We are responsible for identifying and aiding victims of heat exhaustion and heat stroke. Review proper first aid techniques. In moderate to severe cases, get the individual out of the sun and have them drink water until their temperature lowers. Call Park Police for an ambulance, then Survey, and lastly, notify the Lead Ranger.

You should take precautions to protect yourself and fellow workers from the effects of excessive heat. Enforce rotation schedules that allow Rangers to move to shaded or air-conditioned sites and prevent any person from remaining in an exposed position for too long. Drink water. See your Supervisor for more information and a copy of the hot weather SOP.

Many of our memorials become unsafe during rainy, snowy, or icy conditions, particularly the marble steps of the Lincoln and Jefferson Memorials and the inclined walkways of the Vietnam Veterans Memorial and the Korean War Veterans Memorial. Use caution on them, and urge visitors to do the same. Place "Slippery" signs as necessary. In extreme conditions, consult with Supervisors about closing areas to the public. In these conditions, be vigilant for accidents and injuries.

During winter months, take appropriate measures to warm up periodically and layer your clothing to combat extremely cold temperatures and wind chills.

**Sexual Harassment.** In accordance with 43 Code of Federal Regulations (CFR), you shall not engage in any verbal comments, gestures, or physical contact of a sexual nature during official work hours. Unwelcome sexual advancements are considered sexual harassment and will not be tolerated. An employee who engages in sexual harassment is subject to disciplinary measures, including removal.

**Work Conflicts.** You should not involve yourself in outside employment that could create a conflict between private interests and your official responsibilities or encourage on the part of the general public, a reasonable belief that a conflict exists. Discuss any questions regarding possible conflicts caused by outside employment with your Supervisor prior to engaging in such activity.

**Work Schedule and Tour of Duty.** Work hours and tours of duty are established to maximize the use of the work force. Habitual tardiness or leaving early without approval will subject you to disciplinary action and/or charges of Absence Without Leave (AWOL) which could be the basis for disciplinary action up to and including removal. Managers will attempt to notify you of impending changes to your work hours or tour of duty at least 7 days in advance.

### **Entitlements and Benefits.**

**Pay.** Each pay period is two weeks in duration, lasting from 12:01 a.m. Sunday morning to midnight Saturday night. The pay period lags two weeks, so new employees will not receive a check or direct deposit for four weeks. Similarly,

employees receive their last paycheck two weeks after their termination date.

Direct Deposit enrollment is generally required. See the administrative technician or a Supervisor for appropriate forms. Only under unusual circumstances can paychecks be mailed directly to the employee's home or Survey Lodge.

Employees are responsible for carefully reviewing the leave and earnings statement each pay period to assure the accuracy of their paycheck and entitlements. Review the leave and earnings statement for accurate records of leave, taxes, retirement, and personal deductions. If any discrepancies exist or in the event of an over or under payment, you must contact your Supervisor who will in turn contact the park personnel office.

**Overtime and Compensation Time.**

No overtime is authorized unless it is approved in advance by Supervisors and the Chief of Visitor Services. When employees work more than 40 hours in one week, they are entitled to receive time and 1/2 pay for only those hours. Compensation time is awarded and must be approved in advance by the Site or Assistant Site Manager.

**Night And Sunday Differentials.**

Night differential begins at 6:00pm and is ten percent of pay earned. Sunday differential is in effect all day Sunday and is twenty-five percent of that day's pay. An employee may earn night and Sunday differentials simultaneously, but may not earn overtime and differentials simultaneously. Employees on part-time appointments are not eligible for Sunday differential and only get overtime pay if

they have worked more than 40 hours in a week, regardless if they work more than 8 hours in a day.

**Holiday Pay.** If the employee works on a holiday, the appropriate number of hours of holiday pay are awarded. Additionally, overtime shall be paid for any hours worked over the normal eight. Some holiday events such as the Fourth of July and the Cherry Blossom Festival may necessitate cancellation or disapproval of employee leave.

**Incentive Awards.** The National Capital Region participates in the government-wide Incentive Awards Program. Individuals may earn awards for suggestions, inventions, or superior accomplishments. Persons may earn cash awards for contributions of intangible value and for those actions which result in measurable financial benefits. Awards may be granted for superior accomplishments, overcoming unusual difficulties, or for the courageous handling of an emergency situation during duty hours.

**Unemployment Compensation.** If you are furloughed, you may be eligible for unemployment compensation. Contact the park personnel office and the local Office of Unemployment Compensation for further information.

**Leave.** First line Supervisors have the authority to approve leave. Supervisors, in turn, designate an alternate, in writing, to approve leave in their absence and communicate this to all employees under their supervision. All leave is to be requested and approved by using the Standard Form (SF) - 71, Application for Leave.



- **Annual Leave.** You may use Annual Leave for periods of time off for vacation, personal, and emergency purposes. Except in an emergency, leave must be requested and approved at least 24 hours in advance. In general, Supervisors approve leave requests on a first come, first-serve basis, as long as there are no competing service needs. Annual leave is a benefit, and Supervisors have the responsibility to decide when leave may be taken. A Supervisor's decision must be made in light of the needs of the Service rather than solely on the desires of the employee. On those occasions when it is necessary to deny a leave request, the employee and Supervisor will mutually determine an appropriate time that leave can be re-scheduled. Supervisors and employees have a mutual responsibility to plan and schedule annual leave throughout the year. It is unfair and detrimental to demand leave at the last minute of a fiscal year due to poor planning.
- **Emergency Leave.** During unforeseen emergencies, you should attempt to contact a Supervisor no later than 15 minutes after the beginning of your scheduled tour of duty. Emergency leave will be granted at the Supervisor's discretion. The Supervisor will specify the duration of leave approved. If you require additional leave, you must telephonically arrange another leave request. You may be asked to provide proof of the emergency.
- **Absence Without Leave (AWOL).** If you do not follow established

leave policy procedures, you may be charged with AWOL. AWOL forms will be filed in your Official Personnel Folder. These incidents may affect promotions, future hiring, or the nature of personnel references provided to prospective employers. AWOL can be used as grounds for further disciplinary actions or termination.

- **Leave on Federal Holidays.** Operational requirements may disrupt normal leave policies during certain holiday periods like the 4<sup>th</sup> of July. If an employee takes leave on a federal holiday, the employee may be eligible to receive Holiday Not Worked pay.
- **Sick Leave.** Sick leave is used in the event an employee is incapacitated, has been exposed to a contagious disease (as defined by the public health service) that would endanger the health of co-workers, is required to personally care for an immediate family member with a contagious disease, or requires dental, optical, or medical examination or treatment.

An employee who becomes ill before they can report for duty must notify the Supervisor no later than fifteen minutes after their shift was to start. Employees must continue to advise their Supervisors each consecutive day thereafter, unless they have submitted a doctor's certificate. An absence of more than 3 consecutive days may require a doctor's certificate to substantiate the employee's incapacitation for duty. This decision will be made at the Supervisor's discretion.

Leave for dental, optical or medical examination must be requested at least 24 hours in advance.

- **Leave Without Pay (LWOP).** Occasionally, an employee will require time off but will have no sick or annual leave. In these instances, Leave Without Pay may be granted where appropriate. However, employees cannot demand that they be granted LWOP as a matter of right. The request and approval process is the same as for annual and sick leave. Final approval must be obtained in advance from the Superintendent before LWOP can be granted.

**Union Membership.** All Park Rangers qualify for union membership in the International Brotherhood of Painters and Allied Trades (AFL-CIO). A copy of the current contract, which explains the particular agreements and regulations, will be made available to all employees. Union announcements are posted on a bulletin board in the Survey Lodge employee lounge.

**Employee Evaluation.** Upon arrival at the Mall, all employees will receive a copy of the performance standards that include the critical elements used to evaluate them. Additionally, you will receive annual performance appraisals.

**Breaks.** Each employee is allowed a one-hour break for lunch or dinner. The Lead Ranger will stagger the schedule to cover the lunch and dinner hours. Employees are responsible for being punctual for their next assignments upon return from lunch or dinner.

**Parking and Vehicle Use.** Most sites have reserved parking areas for employees. You must possess and display appropriate parking permits. You can apply for a temporary permit (obtained from the Supervisors) while your permanent permit is being processed. Place parking permits on the left side of your dashboard. Employees can drive their privately owned vehicles (POVs) to their assigned sites. If you have a valid driver's license, Supervisors may authorize you to use an available government vehicle for official travel to and from assigned sites.

Rangers working in Survey, the Washington Monument, Lincoln Memorial or the Vietnam Veterans Memorial park at Survey Lodge. Those at the Jefferson Memorial park on the East end of the parking lot. Rangers assigned to the FDR Memorial park on West Basin Drive in the appropriate permit area. The National Park Service is not liable for theft or damage to employees' cars or the articles in them. In the event of an accident or break-in, call Park Police.

**Lieu Days.** You will be assigned days in lieu of normal weekend days. In order to assure an even distribution of staff during the week, adequate staffing levels, and consistency, Supervisors will prepare a master lieu day chart. Each employee will specify on a prescribed form their first, second, and third choices for lieu days. These preferences will be considered when possible.

Staff preferences will be considered in order of longevity or service on the Mall. If multiple employees entered duty the same day, they will be ranked according

to the date they were offered and accepted employment.

The action officer assigning lieu days will consider each line Ranger's first choice. If the first choice is not available due to previous assignments, the Supervisor will consider a Ranger's second choice. If none of the employee's lieu day preferences are available, the action officer will notify the employee of which days are available and let the employee select.

### **Understanding Your Specific Job.**

Just as you need to know basic philosophies of how we operate, you should understand some basic tasks. We must perform certain functions that support the goals and mission of the National Park Service and our specific park. Mall Rangers, like others throughout the Park Service, perform duties that fall within one of the following categories:

- **Resource Protection.** We preserve the natural and cultural resources of our sites and prevent the destruction, loss, or theft of objects within them.
- **Resource Education.** The Mall staff must educate and inform visitors about the:
  - Significance of the National Mall and its memorials
  - Rules and Regulations relating to the protection of the park
- **Public Use Management.** Under this category, we:
  - Manage use of park resources by the public, concessionaires, and others
  - Ensure visitor safety

→ Enhance public understanding and enjoyment

**Our Specific Mission Statement.** In addition to these general responsibilities, we have specific duties which support our park's mission. The latest Strategic Plan for the National Capital Parks-Central states our current mission:

*manage, preserve, maintain, and administer the monuments, memorials, historic sites, cultural landscapes, natural areas, and recreation fields located in the heart of Washington, D.C., as well as interpret the significance of these sites and the historic events that have occurred within them for the inspiration of the American people.*

Each National Mall employee will support that over-arching mission in some vital way. If each Ranger understands their unique role, the team will function better and we will accomplish our mission more efficiently and effectively.

**What your Position Description says you will do.** You should receive a copy of a formal Position Description (PD). Review the Statement of Work section within the PD to see what is expected of you. Although each grade has its own duties, you can see from the following lists that Rangers perform similar tasks despite grade differences.

### **Per the Position Description, GS 5 Rangers will:**

→ Participate in training programs for Resource Education, Public Use Management, and interpretive methods

- Prepare outlines and materials for short oral presentations
- Accompany, observe, and assist higher-graded Rangers' presentations
- Perform assignments in visitor centers and answer visitors' questions
- Observe and participate in emergency operations, crowd control and general park operations
- Perform other assignments as selected

Clearly, the GS 5 position is a developmental one. The institution has a responsibility to train you and help you develop. Don't be afraid to ask for advice.

**Higher-graded Rangers will, in varying degrees:**

- Develop and present briefings, lectures, talks, multi-media shows, tours, interpretive programs, and other presentations
- Expand knowledge about park resources through research
- Write text and prepare illustrations as input to other projects
- Plan and participate in special events
- Write letters in response to visitors' inquiries
- Monitor and report on condition of resources and take steps to correct potential problems

- Provide emergency medical services

**Okay, but what will you *really* do on a daily basis?** Most of us realize that real life almost never submits to a written plan or job description. Perhaps the best way to introduce you to your duties is to lead you through the schedule of a "typical" day for a GS 5/7/9 Ranger.

**Attend Daily Shift Briefings.** You will begin your tour each day by signing in and attending a briefing hosted by your Supervisory Ranger. This briefing will update you on:

- Your duty station, i.e. which memorial site(s) you will work. You and your Lead Ranger will normally discuss the options and complete a site schedule immediately following the shift briefing. Your Lead Ranger will consider your site and meal preferences when possible.
- Lead Ranger assignments.
- Special activities, permits, assignments, etc.
- Transportation and logistical information.
- General employee announcements, training opportunities, changes in uniform, etc.

**Gather Equipment You'll Need for that Day.** Before you depart for your place of duty, you will need to equip yourself with an appropriate radio, vehicle keys, site schedule and checklist, and any other material as directed by Lead Ranger or Supervisor.

**Conduct Daily Operations at a Site.**

Unless you've been assigned to a special detail (education program, special event, etc.) you will normally work at one of our memorials for the duration of your shift. If staffing permits, you may rotate between two memorials during your shift. Once you drive the service vehicle or make your way to the site, you will have a myriad of duties like:

- Open the memorial/ contact station
- Deactivate alarms
- Record entries in daily site log book
- Inspect the memorial using the Site Checklist and take corrective actions for any deficiencies or problems
- Place appropriate signs
- Open bathrooms, if applicable
- Greet and assist public
- Deliver presentations and talks
- Periodically count visitors and record counts ("Denver Counts")
- Enforce park rules to protect resources and visitors
- Coordinate and liaison with Park Police and emergency services personnel as required
- Close and secure memorial at the end of the duty day or when required by events, weather, emergency, etc.
- Brief oncoming shift and Supervisors at the end of your shift

**Lead Ranger Responsibilities.** GS 7/9

Rangers will be assigned as Lead Rangers, responsible for a group of Rangers stationed at a geographical area such as "The Triangle" (Lincoln Memorial, Korean War Veterans Memorial, and Vietnam Veterans Memorial), Washington Monument, or "The Basin" (Jefferson and Franklin Roosevelt Memorial). Lead Ranger duties are clearly outlined in National Mall Visitor Services Standard Operating Procedure (SOP) Number 8, Standards For Lead Ranger. Lead Rangers:

- Serve as the first link in the park chain of command
- Are responsible for the daily operations of a site
- Develop schedules, draw and issue equipment, and arrange transportation for assigned staff
- Ensure that staff cover sites, schedule talks, complete inspection checklists, maintain log books, and visitor counts
- Respond to all emergency situations
- Check permits of vendors, special event groups, etc.
- Report problems to Supervisory Rangers

**Office and Administrative Duties.**

Occasionally, you will be called to perform duties in Survey Lodge. Duties involve answering phones, performing radio watch, payroll preparation, or responding to visitor e-mails or letters.

**Research.** As staffing permits, often in winter, Rangers may be scheduled for 4-8 hours of research during a weekly period. These periods are subject to cancellation due to mission requirements and unforeseen events, but every Ranger is expected to conduct research for professional development.

Within the Jefferson Memorial, on the Mezzanine level, Rangers will find the National Mall library which is stocked with titles pertinent to our sites. The library is also equipped with several computers for general use.

Supervisors are attempting to acquire internet capabilities for these computers. At this time, Internet access for research purposes is available in Survey Lodge upon coordination with a Supervisory Ranger.

### **Your Job During Special Events**

Across the course of the year, Park Rangers have the chance to participate in numerous special celebrations and activities. Some of these will be mandatory duty days like the 4<sup>th</sup> of July when most Rangers routinely work double shifts from 7:00 AM to Midnight to insure visitor safety during this huge public celebration. Others will be more voluntary like the Cherry Blossom Interpretive Walks when Rangers can choose to lead tours around the Tidal Basin to educate visitors about the Japanese cherry trees. The following celebrations and festivals offer Rangers unique challenges and opportunities:

**Presidential Birthdays and Associated Wreath-Laying Ceremonies.** At these events, Rangers will assist with presentations of ceremonial wreaths, honor guards, crowd control, permit

enforcement, and normal visitor assistance tasks. Many of these ceremonies will involve both military and civilian dignitaries and very influential foundations or groups. Normally, the Regional Director of the National Capital Region, NPS, will attend these special events. Park Rangers will normally work alongside special military honor guards and event coordinators during the following:

- Lincoln's Birthday; 12 February
- Washington's Birthday: 22 February
- Jefferson's Birthday: 13 April

Currently, there is no formal recognition of Franklin Roosevelt's Birthday, January 30<sup>th</sup>.

**Columbus Day.** Each October 12<sup>th</sup>, Mall Rangers assist with ceremonies commemorating the discovery of the New World by Christopher Columbus. This event takes place near Union Station at a beautiful fountain that dates to June 8, 1912. This event is not as popular as it once was, but it still draws numerous participants and several media groups.

**Independence Day Activities.** During this grand gala where Mall visitation easily exceeds 250,000, all NPS employees will be required to work from daybreak to nearly midnight. Although Supervisory Park Rangers will assign personnel, people with special skills or preferences should make them known. Opportunities range from:

- Assistant Event Coordinators
- Routine interpretive staff at our sites

- Special parking coordinators
- First aid technicians/ first responders
- Communications technicians and radio operators
- Entry control representatives

**Special History Projects.** Each year, Mall Rangers focus on the contributions of African Americans and women in the nation's capital. In honor of African American History Month in February and Women's History Month in March, interested Rangers can develop and present interpretive talks at local sites. See the appropriate History Project Coordinator each fall to sign up.

**Cherry Blossom Festival.** Each year, Rangers play a role in events that surround this festival. Tens, if not hundreds of thousands of visitors will flock to the region to witness the beautiful spectacle as thousands of cherry trees bloom, and Park Rangers will participate in visitor safety, crowd control, and interpretative activities.

Parking problems and traffic jams become routine and these affect all Mall operations. Rangers can volunteer to be the Coordinator for Cherry Blossom walks and programs. NPS horticulturists predict peak bloom times and pass information to the event coordinator and local media for dissemination. Peak blooming times generally range from late March to early April.

The blooming of the cherry trees around the Jefferson Memorial in Washington, D.C. has come to symbolize the natural beauty of our nation's capital city. Thousands of city residents and visitors from across the nation and around the

world come here to witness the spectacle, hoping that the trees will be at the peak of bloom for the Cherry Blossom Festival, Washington's week-long rite of spring.

Cherry Blossom Festival dates are based on the average time of blooming, but nature is not always cooperative, and unseasonable icy winds sometimes nip the blossoms and spoil the show. Because this event provides special interpretive opportunities for Rangers, it is covered in detail in Annex A.

**Memorial Day and Veterans' Day Services and Activities.** Since the dedication of the Vietnam Veterans Memorial in 1982, large remembrance events have taken place on the National Mall. Veterans groups, MIA/POW organizations, religious congregations, school groups, politicians, etc. have all gotten involved to some degree in paying homage to our fallen service members. There are so many special activities and permits that not all of them can take place on Memorial or Veterans' Day---the events have to be spread over one to two weeks.

These ceremonies occur most frequently at the Vietnam Veterans Memorial, but we are seeing more events at the Korean War Veterans Memorial and we will likely see numerous ceremonies in the Rainbow Pool area as the World War II Memorial takes shape.

Mall Park Rangers will lay wreaths, control crowds, greet VIPs and guests, and perform normal visitor service functions. Media groups will be very active. National Capital Parks--Central officers, Rangers, and Park Programs employees will normally be involved.

Generally, groups like Vietnam Veterans Memorial Fund or fraternal societies are responsible for such ceremonies. Although the NPS is generally only a

partner in these ceremonies, the NACC Public Affairs Officer will issue a special event press release like the following:

**EXAMPLE: NEWS RELEASE NATIONAL PARK SERVICE FOR IMMEDIATE RELEASE**  
**Contact: Earle Kittleman/ Toni Carroll (202) 619-7400**

**Media Advisory: Members of the media are invited to cover the annual Veterans Day Ceremony at 1pm., Thursday, November 11, 1999 at the Vietnam Veterans Memorial. Cameras should be in position on the media platform by 11:30 a.m. For additional information or interviews before the ceremony, call 202-619-7400 or the Vietnam Veterans Memorial Fund at 202-393-0090.**

**VETERANS DAY CEREMONY AT VIETNAM VETERANS MEMORIAL**

This year marks the 17th anniversary of the dedication of the Vietnam Veterans Memorial, one of the most popular attractions in the nation's capital, where thousands will again gather for the annual Veterans Day observance at 1 PM., at the Memorial located at 22nd and Constitution Avenue, NW, Washington, D.C.

Jan C. Scruggs, founder Vietnam Veterans Memorial Fund, will serve as master of ceremonies. The Presentation of Colors by the Armed Forces Color Guard will be followed by the invocation by Chaplain George D. Cooper of the Military District of Washington.

Guest speakers will include Gentry Davis; Deputy Regional Director, National Park Service, National Capital Region; Vietnam veteran Philip A. Marineau, Chief Operating Officer of Levi-Strauss; Diane Carlstrom Evans, President, Vietnam Women's Memorial Project; Paul Delrossi, Chairman and CEO, General Cinema Theaters, and Heather Renee French, Miss America 2000. John McDermott, a recording artist and member of the Three Irish Tenors group, will present a special tribute entitled "The Wall."

In keeping with tradition, the National Park Service will honor its Volunteers In Parks. On behalf of all volunteers at the Vietnam Veterans Memorial and the Korean War Veterans Memorial, volunteer Thomas White Baxter, Jr. was selected as this year's Volunteer In Parks recipient. Unfortunately, on July 11, 1999, Tom passed away. A plaque has been placed in his memory at the Vietnam Veterans Memorial kiosk. Plaques also will be awarded to groups that washed the Wall last year.

Veterans Day Salute. -This year marks the 6th anniversary of the Vietnam Women's Memorial. Veterans and friends will pay tribute to more than a quarter of a million women who were the unsung heroines of the Vietnam War, including among others, nurses, Red Cross Workers journalists, military women and civilians. Weaving a tapestry of life stories in their own words will be women who served during the Vietnam War telling stories every half-hour near the memorial from 9-5, with a break from 12:30 to 2:30 p.m. for the ceremony at the Wall.

"The Wall," was dedicated Nov.13 1982 and was built with funds raised entirely from private contributions. The Memorial contains the permanent inscription of 58,219 names of those who died or remain listed as missing-in-action during the Vietnam War.



**Ranger Opportunities.** Mall Rangers have ample opportunities to broaden their skills by participating in a variety of activities and programs. Below are a few of the existing programs that are available on a daily, weekly and yearly basis. If you are interested in any of the programs, please see your Supervisor.

- **Education Programs.** The National Mall strives to meet specified GIPRA Goals by providing Education Programs to D.C. Metro Area schools free of charge. As established by the Chief, Visitor Services, a GS-7 Mall Ranger must successfully deliver a curriculum-based education program to be eligible for promotion to the GS-9 level.

The Mall Education Coordinator can provide Rangers a wide selection of programs from which to choose, or employees may develop their own for specific audiences. Rangers can use the very popular "Stories in Stone" programs to meet this requirement. Module 270 of the NPS Interpretive Development Program is another useful guide for employees seeking to develop professional education programs.

- **Bike Patrol.** The National Mall Bike Patrol was created in the Spring of 1999. When not hampered by staffing and budget shortfalls, Rangers on the team provide a National Park presence in areas of the park that are rarely staffed.

Bike Rangers patrol the Mall from the Capitol to the Lincoln Memorial, providing information, interpretation and emergency first aid. The Bike Patrol also serves as a quick response for special events (4<sup>th</sup> of July, protests, rallies, and parades).

- **EMT.** Several staff members are currently certified Emergency Medical Technicians. Their presence on the Mall provides a quick and experienced response to medical emergencies. The EMTs also provide services for large events: 4<sup>th</sup> of July, Memorial Day and other special events on the Mall. Typically, the National Mall is not able to finance EMT certification classes for employees, thus interested individuals must pay their own way. Local institutions like Northern Virginia Community College offer reasonably priced EMT certification classes.

- **Fire Fighting.** Even though the National Mall is not a rural park, the Rangers still have the opportunity to participate in Fire Fighting. The National Mall sends Red Card Fire Fighters out on duty. The Mall also provides for limited training and Red Card Certification.

- **Work Details.** Since the National Mall has a larger permanent staff than most parks, it is not uncommon for employees to perform temporary work details, helping out other parks that are in need. Mall Rangers have found themselves in a variety of locations (Martin Luther King Jr. NHS, Shenandoah NP, Fort Sumter NM, NACC Region, Main Interior, Old Post Office Tower, Ford's Theater, and Brown vs. Board of Education NHP, for example). Such details provide unique opportunities for Park Rangers to gain knowledge and experience and to broaden their understanding of the NPS environment and its diversity.

- **National Women's Program.** Established in 1967, this program is aimed at enhancing employment and

advancement opportunities for women. The Federal Women's Program (FWP) provides an additional source for information regarding employment, training, and other advancement opportunities for all employees. Information regarding meetings, training opportunities, and job announcements are available from the FWP Coordinator.

- **Training.** Because the National Mall is close to Mather (Harper's Ferry) Training Center, National Mall employees can often take advantage of special training opportunities. See your Supervisor or check the bulletin board in the break room for available training classes.

- **Web Site Design.** Rangers can hone Interpretive Writing (Module 230) requirements through an ongoing project of web page design. Rangers are updating the National Mall Internet Site and those individuals with an interest in Information Technology are encouraged to lend their skills to this ongoing challenge. Rangers have the opportunity to create, develop and implement new informational pages within our website.

- **Tutoring.** National Mall Rangers frequently assist children throughout the community. Several Rangers tutor on a regular basis within the D.C. school system. Supervisors may allow Rangers to tutor during normal duty hours under unusual circumstances. Subject matter ranges from history to art, and Rangers can help students with almost any subject.

**Potomac Watershed Cleanup.** Every year the community participates in a Watershed Clean Up. Rangers are given the opportunity to participate in the

cleanup by coordinating, staffing, and cleaning the park along the Potomac River.

- **Volunteer Mentoring.** There are over 100 volunteers that work on the National Mall. A large number of these volunteers work at the Vietnam Veterans Memorial, but you will see volunteers at all of the sites on the Mall. Volunteers and Rangers will often work together at scheduled wall washings and other activities. Rangers have the ability to interview, train, educate and mentor new volunteers on the Mall. Contact the Volunteer Coordinator.

- **Jr. Ranger Program.** Unlike many National parks, the urban environment brings a large amount of local residents into the park. This visitation makes it possible for the National Mall to frequently offer Jr. Ranger Fairs in the summer as well as week long Jr. Ranger Camps. Rangers are given the opportunity to teach children what it means to be a Park Ranger. Additionally, each site will normally be stocked with Jr. Ranger booklets which provide a "take away" certification program for Jr. Rangers.

- **Have a great idea? Let Somebody Know.** Because Rangers come to the National Mall with a variety of backgrounds, you may have suggestions for programs or other activities that you would like to create and implement. Create a proposal and discuss it with your Supervisor.

**Rules, Regulations, and Policies.** In order to protect our sites and provide quality services to our visitors, we must understand certain rules and policies.

- **The United States Code and Resource Protection.** Part of our job involves educating the public about proper and improper behavior within park boundaries. Because we are not commissioned law enforcement officers, we are not empowered to arrest or detain individuals who break laws.

We are often able to prevent or stop inappropriate behavior by simply asking visitors to behave. We certainly have a responsibility to provide appropriate resource protection messages to the general public, particularly when they are doing something wrong.

We receive our resource protection directives from federal statutes, the Code of Federal Regulations (CFR), and local park policies. The most important code for us is CFR 36, Parks, Forests, and Public Property. Important sections of that include:

## **2.1 Preservation of natural, cultural and archeological resources.**

\*The following are prohibited.

1) Possessing, destroying, injuring, defacing, removing, digging, or disturbing from its natural state: plants, animals, minerals, rocks, wood, etc.

2) Walking on, climbing, entering, ascending, descending, or traversing an archeological or cultural resource, monument, or statue, except in designated areas and under conditions established by the superintendent.

Rangers will especially be challenged to enforce this statute at the FDR

Memorial. The architect and artists envisioned that memorial as an interactive place where visitors could climb on granite boulders and frolic in the pools of water. Rangers must apply common sense when advising park visitors about proper and improper behavior. The challenge is to thoughtfully protect these resources--not chase visitors away. Rangers need not be loud, overbearing, or rude.

## **2.15 Pets.**

\*The following are prohibited.

1) Possessing a pet in public buildings except guide dogs accompanying visually impaired persons or hearing ear dogs accompanying hearing impaired persons or service dogs.

2) Leaving a pet unattended and tied to an object, except in designated areas or under conditions which may be established by the superintendent.

3) Failing to crate, cage, restrain on a leash which shall not exceed six feet in length, or otherwise physically confine a pet at all times.

4) Failing to comply with pet excrement disposal conditions which may be established by the superintendent.

5) Pets or feral animals that are running at large and observed by an authorized person in the act of killing, injuring or molesting humans, livestock, or wildlife may be destroyed if necessary for public safety or protection of wildlife, livestock, or other park resources.

Per SOP, pets are not allowed in restricted areas, except guide or service dogs. Leashed pets are allowed in FDR.

**2.2 Wildlife protection.** The following is prohibited.

1) The feeding, touching, teasing, frightening or intentional disturbing of wildlife nesting, breeding or other activities.

**2.20 Skating, skateboards, and similar devices.**

1) Using roller skates, skateboards, roller skis, coasting vehicles, **or similar devices** is prohibited, except in designated areas.

**2.21 Property.**

\*The following is prohibited.

1) Abandoning property. Property determined to be left unattended in excess of an allowed period of time may be impounded by the superintendent.

**2.3 Fishing.**

1) Except in designated areas or as provided in this section, fishing shall be in accordance with the laws and regulations of the State within whose exterior boundaries a park area or portion thereof is located.

**2.37 Noncommercial soliciting.**

1) Soliciting or demanding gifts, money, goods or services is prohibited, except pursuant to the terms and conditions of a permit that has been issued.

**2.52 Sale or distribution of printed matter.**

(a) The sale or distribution of printed matter is allowed within park areas, provided that a permit to do so has been issued by the superintendent...

**2.38 Explosives.**

1) Using or possessing fireworks and firecrackers is prohibited, except pursuant to the terms and conditions of a permit or in designated areas under such conditions as the superintendent may establish, and in accordance with applicable State law.

**Law and Visitor Use Management.**

Just as the CFR guides us in the area of Resource Protection, it also specifies how visitors can use our parks. Casual park use by visitors or tourists is not only okay, it is encouraged. But we can have problems and violations when special events and demonstrations take place on park grounds.

**2.51 Public assemblies, meetings.**

1) Public assemblies, meetings, gatherings and other public expressions of view are allowed within park areas, provided a permit therefor has been issued by the superintendent.

CFR 36 further states in part 7, section 96, that:

***7.96 Demonstrations and special events may be held (within National Capital Parks) provided a permit has been issued.***

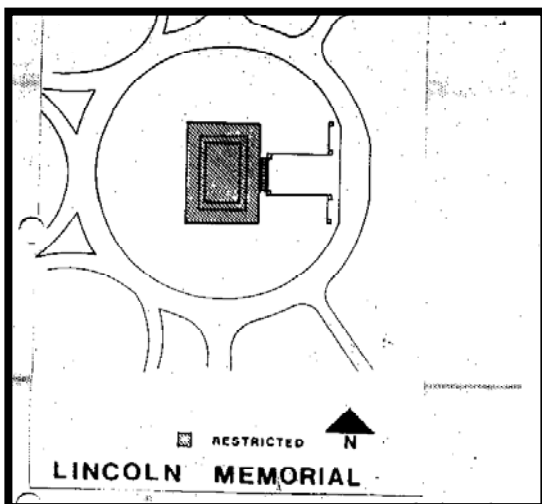
1) The term "demonstrations" includes demonstrations, picketing, speechmaking, marching, holding vigils or religious services and all other like forms of conduct which involve the communication or expression of views or grievances, engaged in by one or more persons, the conduct of which has the effect, intent or propensity to draw a crowd or onlookers. This term does not include casual park use by visitors or tourists which does not have an intent or propensity to attract a crowd or onlookers.

**CFR 36, part 7. 96, defines Special Events:**

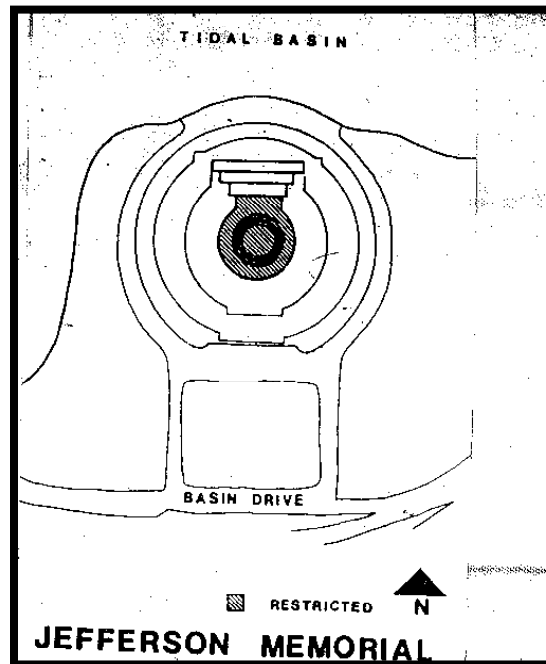
2) The term "special events" includes sports events, pageants, celebrations, reenactments, regattas, entertainments, exhibitions, parades, fairs, festivals and similar events (including such events presented by the National Park Service) which are engaged in by one or more persons, the conduct of which has the effect, intent or propensity to draw a crowd or onlookers. This term also does not include casual park use by visitors or tourists which does not have an intent or propensity to attract a crowd or onlookers.

Title 36, US Code states "No permits may be issued authorizing demonstrations or special events in the following:"

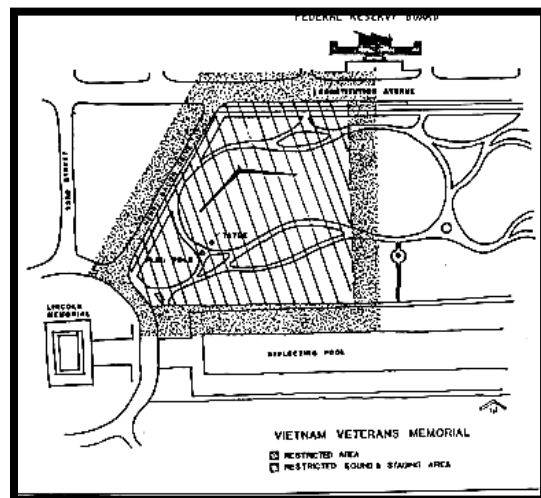
"The Lincoln Memorial, which means that portion of the park area which is on the same level or above the base of the large marble columns surrounding the structure, and the single series of marble stairs immediately adjacent to and below that level, except for the official annual commemorative Lincoln birthday ceremony."



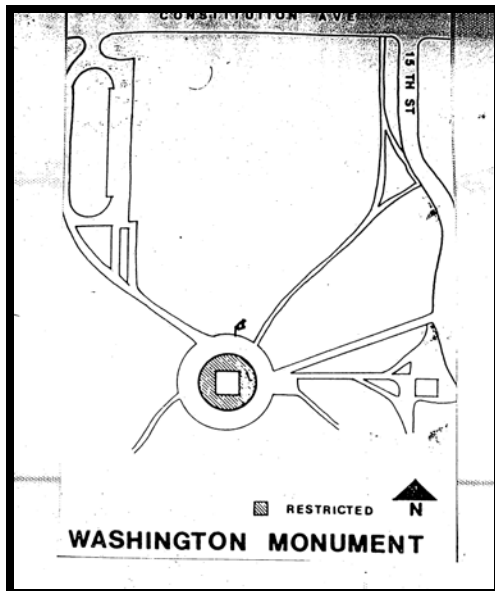
"The Jefferson Memorial, which means the circular portion of the Jefferson Memorial enclosed by the outermost series of columns, and all portions of the same levels or above the base of these columns, except for the annual commemorative Jefferson birthday ceremony." See shaded area.



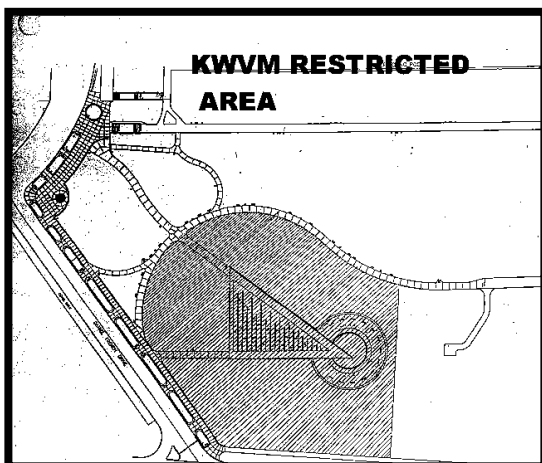
"The Vietnam Veterans Memorial, except for official annual Memorial Day and Veterans Day commemorative ceremonies." See shaded area, below.



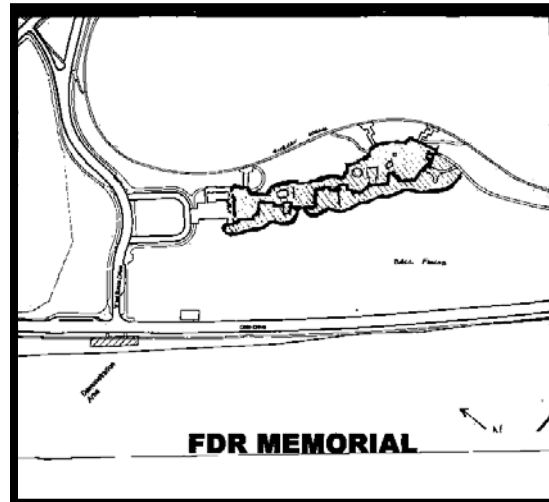
“The Washington Monument, which means the area enclosed within the inner circle that surrounds the Monument’s base, except for the official annual commemorative Washington birthday ceremony.” See the shaded area depicted below, as copied from the diagram in Title 36.



The Korean War Veterans Memorial is not covered in the current Title 36, US Code, but we manage activities the same as at the Vietnam Veterans Memorial.



The FDR Memorial is not covered in the current version of Title 36, US Code. The following diagram shows a shaded area where the park prohibits demonstrations and special events.



### Enforcing Special-Use Rules.

**What do you do when a “permitted activity” takes place in your area of operations?** You will find out about such events in three ways:

1. A Supervisory Ranger will notify you of permitted activities during the roll-call briefing.
2. A member of a “permitted” group will approach Rangers at a site, as directed in their permit.
3. You will observe individuals or groups doing something unusual, and when you make contact, you learn they have a permit.

Regardless of how you find out, you have an active role to play---you must make contact with these permit-holders if they don’t contact you. Your job is to make sure they understand the restrictions placed upon them and their

activity BEFORE they set up or violate the provisions of their permit. Read through the permit with someone in the group to make sure both of you understand the provisions of the permit. Permit holders must:

- Follow the rules laid out for them in their permit
- **Not** endanger other visitors
- **Not** obstruct access by other visitors

Our NACC Park Programs office issues Special-Use Permits for demonstrations and special events on a first-come, first-served basis. If someone needs information on how to apply for a Special-Use Permit, have them call National Capital Parks-Central Park Programs office at 202-619-7225.

**What do you do when a special event or a demonstration takes place in your area, but the participants have not gotten a permit?** Like it or not, this is going to happen on your watch. Technically, if a person or group is engaging in a special event, per the definition listed previously, they **should** have a permit.

CFR 36 allows some flexibility for demonstrations:

“Demonstrations involving 25 persons or fewer may be held without a permit *provided* that the other conditions required for the issuance of a permit are met and *provided further* that the group is not merely an extension of another group already availing itself of the 25-person maximum under this provision or will not unreasonably interfere with other demonstrations or special events.”

In other words, small demonstrations that are outside restricted areas, that do not present a clear and present danger to public safety, good order, or health, and that can reasonably be accommodated, etc. are okay. But if you aren't a lawyer, this can be a tricky determination—when in doubt, call a Supervisor or official at Park Programs at 619-7225.

To make your job even more challenging, people are going to do things without asking. People are also going to assume that because this is America they are free to do what they please, where they please. You will have school groups that break into song in the Lincoln Memorial, not realizing that this is against the rules. You will have wedding couples who want their picture taken in the Jefferson Memorial. You will have the hungry young filmmaker who wants to conduct interviews at the Vietnam Veterans wall. And you will have to step in and educate them on the rules.

There are basically two ways to approach these situations:

- One: Run up to the violator and yell “STOP THAT” at the top of your lungs (at which point you become a bigger distraction than the perpetrator), or,
- Two: Let them finish the song (or picture, or interview question) and then quietly ask them if they have a permit and inform them that what they are doing is wrong and why it is prohibited.

You can choose the method you prefer, but you have a responsibility to do something appropriate. Ignoring the

offense is not the correct course of action.

If the situation gets out of control, call US Park Police—they alone have the authority to stop illegal activity—we have the responsibility to report it.

**Commercial Photography on the National Mall.** You will encounter three types of commercial photographers on the Mall: media crews, movie or television production teams, or still photographers. Park Programs officers will occasionally issue special-use/ filming permits to these individuals, but not in all cases. CFR 36 imposes the following restrictions on commercial photography:

### 5.5 Commercial Photography.

- (a) *Motion pictures, television.* Before any motion picture may be filmed or any television production or sound track may be made, which involves the use of professional casts, settings, or crews, by any person other than bona fide newsreel or news television personnel, written permission must first be obtained from the Superintendent, in accordance with the provisions of the special regulations contained in Part 5, Subtitle A, Title 43 of the Code of Federal Regulations.
- (b) *Still photography.* The taking of photographs of any vehicle, or other articles of commerce or models for the purpose of commercial advertising without a written permit from the Superintendent is prohibited.

The topic of commercial photography is further clarified in Director's Order #53 (Special Park Uses), paragraph 14.1 which states:

**Permit Requirements.** The Special Use Permit (Form 10-114) is the instrument used to authorize filming or photography in NPS area.

A permit is required for any filming or photography that:

- Involves the use of a model, set, or prop; or
- Requires entry into a closed area; or
- Requires access to the park before or after normal working hours

A permit is not required for:

- A visitor using a camera and/ or a recording device for his/ her own personal use and within normal visitation areas and hours; or
- A commercial photographer not using a prop, model, or set, and staying within normal visitation areas and hours; or
- Press coverage of breaking news. This never requires a permit, but is subject to the imposition of restrictions and conditions necessary to protect park resources and public health and safety, and to prevent impairment or derogation of park resources or values.

**Media Photography.** Visitor Services SOP #5 (Dealing With The Media: All Sites/ National Mall) governs the activities of TV and video crews operating in our areas. In most cases, video crews do not need permits for



hand-held, no-sound video sequences called “B-Roll”, even in the restricted areas of our memorials. **In no case will video crews be allowed to conduct interviews, sound recordings, or live shots (“stand-up”) with commentators inside any of our restricted areas.** Most media teams do not have or need permits, but if they have a permit, simply ensure they follow it.

**Commercial Photographers.** Despite the citations in the CFR and Director's Order #53, there is still much confusion over who can photograph what in our park. Reference Manual 53, Special Park Uses, helps clarify commercial still photography:

*The NPS will not require a permit for photographers, commercial or non-commercial, to go anywhere or to do anything that members of the public are generally allowed to do without a permit. This is true whether or not the photographer uses tripods, strobe lights, or interchangeable lenses.*

Further, some of the art in our memorials is copyrighted, such as those in the FDR Memorial, and anyone selling materials that include images of that art is subject to copyright infringement laws. Rangers are not responsible for enforcing these laws, however, we should assist any photographer who might inquire about such restrictions.

When in doubt about commercial photographers or their activities, call your Lead Ranger, Supervisory Ranger, or Park Programs officer.

**Wedding photographs.** Our Visitor Services SOP #5 prohibits wedding parties from having their photographs taken in the restricted areas of our memorials. It is our interpretation that this activity is not in keeping with the significance and nature of our national memorials and also has the propensity to draw a crowd.

**How do we deal with vendors in our park?** We have numerous food and merchandise vendors that operate within our park, some legal, and, unfortunately, many illegal.

Approved vendors will have Guest Services Incorporated (GSI) vendor numbers, other illegal vendors will have no licenses, permits, or credentials. If you encounter a suspicious vendor, ask for their vendor license. If they cannot or will not present official credentials, they are violating the law and need to stop vending. Direct them to stop and leave—if they create a problem, call US Park Police.

### **Standard Operating Procedures.**

It is not enough to understand and enforce the federal regulations codified in Title 36, US Code. We must understand and adhere to the policies and procedures established by Regional and Park officials. In order to do your job properly, you must familiarize yourself with certain NACC and National Mall Standard Operating Procedures.

You will eventually become familiar with all of our Standard Operating Procedures, but there are several special incidents that you should consider early:

**Bomb Threats.** Certain procedures must be adhered to in the event of a bomb threat. Bomb threats usually come via telephone. You will find Bomb Threat worksheets by our phones on which you will record vital information. Note the exact time the call came and try to glean as much information as possible from the individual's voice (i.e. sex, race, age, sobriety, background noise, etc). Immediately call Park Police and Survey on the telephone. Inform the Lead Ranger about the situation. Minimize radio transmissions in the event a real bomb exists and it has a radio frequency trigger.

The Lead Ranger will inform all Rangers of the situation and the Site Manager may order an evacuation of appropriate areas. Visitors should not be told there is a bomb threat, but they need to know there is a problem and they have to leave the area. Once people have been cleared out of the area, Rangers should move to a safe area where they can restrict movement into the zone of concern. Once emergency service and Park Police personnel arrive, they are in charge and you will assist them when prudent.

**Fires, Explosions, and Similar Incidents.** Notify Lead Rangers, Supervisors and emergency services as necessary. Follow approved evacuation plans.

**Lost And Found.** When an item is found or turned into a Ranger, or if someone reports losing an item, the Ranger should log a report in the logbook, using the time and date, description of the item, location where it was found/lost, and the individual's name and contact number.

For found items, follow the Standard Operating Procedure. Under no circumstances should a Ranger inspect the items (wallet, purses, etc) alone. This will help prevent any questions about theft or impropriety. The Lead Ranger should call the Park Police to pick up the item - if the Park Police do not respond within the shift, the Lead Ranger must turn the item over to the Shift Supervisor who should safeguard the item and record it in the Supervisor's logbook for proper processing the next duty day.

This guidebook contains SOPs that typically affect GS 5/7/9 Rangers. Other SOPs exist and apply. During your orientation, you must see your Supervisor and read the following SOPs:

#### **Visitor Services SOPs:**

- SOP #1: Issuing and Care of Two Way Radio Batteries, 12 MAR 96. Not included in this guidebook.
- SOP #2: Trouble Shooting Problems: Survey Lodge Plumbing Pumps, 10 FEB 96. Not included in this guidebook.
- SOP #3: Lost and Found Procedures, 25 JAN 96. Included in this guidebook.
- SOP #4: Emergency Closure All Areas/Sites: Bomb Threat, 15 OCT 95. Included in this guidebook. Under revision.
- SOP #5: Dealing with Media: All Sites, National Mall, 10 OCT 95. Included in this guidebook.

- SOP #6: Dealing with School Groups at Sites, 5 NOV 95. Included in this guidebook.
- SOP #7: Mid-Shift Procedures, 20 NOV 97. Not included in this guidebook.
- SOP #8: Standards for Lead Rangers, 20 NOV 97. Not included in this guidebook.
- SOP #9: Travelers' Information Station, 20 NOV 97. Not included in this guidebook.
- SOP #2-W: Emergency Closure for Lightning Storms, 20 SEP 95. Included in this guidebook.
- SOP #3-W: Emergency Closure for High Winds, 20 SEP 95. Included in this guidebook.
- SOP #4-W: Last Group Procedures, 20 SEP 95. Included in this guidebook.

#### **Lincoln Memorial SOPs:**

- SOP #1-L: Opening/Closing Procedures, 12 MAR 96. Included in this guidebook.
- SOP #2-L: Reactivating Elevator after and Elevator Shutdown, 9 OCT 95. Included in this guidebook.

#### **Jefferson Memorial SOPs:**

- SOP #1-J: Opening/Closing Procedures, 9 OCT 95. Included in this guidebook.
- SOP #2-J: Reactivating Elevator after an Elevator Shutdown, 9 OCT 95. Included in this guidebook.

#### **Washington Monument SOPs:**

- SOP #1-W: Emergency Elevator Procedures, 15 AUG 95. Included in this guidebook.

#### **Vietnam Veterans Memorial SOPs:**

- SOP #1-VVM: Opening/Closing Procedures, 12 MAR 96. Included in this guidebook.
- SOP #2-VVM: Artifact Collection, 12 MAR 96. Not included in this guidebook.
- SOP #3-VVM: Processing Procedures, VVM Artifact Collection, 12 MAR 96. Not included in this guidebook.
- SOP# 4-VVM: Cleaning the VVM Wall, 12 MAR 96. Included in this guidebook.
- SOP# 5-VVM: Procedures for Dealing with Media, 28 OCT 95. Not included in this guidebook, but covered in Visitor Services SOP #5.

#### **Korean War Veterans Memorial SOPs:**

- SOP #1-K: Procedures for Dealing with Media, 28 OCT 95. Not included in this guidebook.

**Franklin Delano Roosevelt Memorial  
SOPS:**

- Memorandum of Do's and Don't's at FDR

**NCP Central SOPs:**

- NACC SOP 1-C: SOP During Heat Conditions (not dated).  
Not included in this guidebook.