**Tour Group Pilot Program - FAQ**

1. Why are permits required?
2. Permits are required and issued to applicants for training classes, exercise groups or similar commercial activity use requests (vending, merchandise sales, etc) in the park system.  Concession permits are issued where short-term or single concession needs arise that benefit an activity or the public at the requested park location.
3. Per Austin City Code Chapter 8**:**
	1. **Commercial Activity** means to advertise or provide a good, service, class, or instructional activity for compensation.
	2. **Compensation** means any money, thing of value, payment, reward, tip, consideration, donation, gratuity, or profit paid to, accepted by, or received by a person.
	3. **Approval** means a permit, reservation agreement, or other written document that evidences an authorization by the department.
4. How will permit holders be identified?
5. Tour group operator leads are required to wear a company uniform. For example, that can be a branded t-shirt, polo or similar apparel that identifies the company responsible for a tour group.
6. In addition, tour group leads will be provided a PARD issued badge for the specific pilot program time period authorized in the park.
7. Are there standards of conduct for tour group operators?
	1. Yes, the list can be found at [www.austintexas.gov/parkevents](http://www.austintexas.gov/parkevents)
8. How do I report a business operating without a permit?
	1. 311 should be utilized to report operations that do not have a permit. This can be done by calling 311, using the 311 app, or online at [www.austintexas.gov/311](http://www.austintexas.gov/311).
	2. If using the app, scroll to “other” for the service request.
9. How do I file a complaint about company operations?
	1. 311 should be utilized to report operations that do not have a permit. This can be done by calling 311, using the 311 app, or online at [www.austintexas.gov/311](http://www.austintexas.gov/311).
	2. If using the app, scroll to “other” for the service request.
10. Is this Pilot Program invitation only?
	1. No, any tour group that would like to use human powered devices in City of Austin parks is encouraged to apply.
	2. The application is available on the Special Events website under “Concessions”.
11. Can I participate in just one of the 6 month permit periods or must I participate in both?
	1. Companies may participate in one or two permit periods.
12. Do I pay for 6 months at a time, or do I have to pay for both 6 months permits up front?
	1. Companies can participate in just one or both six month permit periods and may pay for the permits one at a time.
	2. Payment will be made when the permit is issued at the beginning of each permit period.
13. Could I apply for a single day concession permit when I have a request for a city tour?
	1. For this pilot program it is a minimum of 6 months using the date range options on the application.
	2. In the future it is possible that single day concessions may be an option.
14. When is the initial application due?
	1. Applications are due December 3, 2018
15. Are all supporting documents on the checklist due at the time of application submittal?
	1. No, the application must be submitted by December 3rd but supporting documents may be turned in before January 1, 2019 when the permit is issued.
16. Do my employees need to get criminal background checks?
	1. Employees who will lead tours on parkland must undergo a background check through the Texas Department of Public Safety Crime Records Service.
	2. <http://records.txdps.state.tx.us>
17. What type of background check is required?
	1. Background Checks should be done through Texas Department of Public Safety Crime Records Service (“DPS”) - <http://records.txdps.state.tx.us>
	2. Their website may be used or [check here](https://records.txdps.state.tx.us/DpsWebsite/Support/index.aspx) for customer support.
18. When new tour guides are hired do companies need to get the new hires CPR and First Aid certified and complete a background check?
	1. Yes, all employees who will lead tours on parkland must undergo a background check
19. Will there need to be City Waiver/indemnification language added to my standard waiver?
	1. Yes, language that offers indemnification for the City of Austin will need to be added to the standard waiver that companies use. The City of Austin will provide the language to be added.
20. My device has an electric motor, can I still participate in the Tour Group Pilot Program?
	1. Yes, if the electric motor may be turned off to allow mobility through human power alone.
	2. If the electric vehicles use City approved pathways and park in City approved locations, the group leader may walk the group to or through parkland.
21. What parks are available for tours during the pilot project?
	1. Ann and Roy Butler Hike and Bike Trail as well as parks directly adjacent are available as a pass through or destination
22. Are the CPR and First Aid requirement the same as other commercial use groups?
	1. Yes, this is the same requirement as other commercial use groups – It may be done online or in person with a group through any certifying organization.