



Request for Proposal

WATER TAXI SERVICE and BOAT TOUR OPERATOR

January 25, 2026 V2

INTRODUCTION



The Thames River Heritage Park Foundation (TRHPF) is soliciting proposals from Licensed Commercial Tour Boat Operators (referred to here as “Operator”) to operate Hop-on Hop-off Harbor Cruise / Water Taxi Shuttle services among at least three, and possibly four, points linking the cultural and historic sites of the Thames River Heritage Park (TRHP or the Park). Additionally, the operator shall operate regularly scheduled boat tours, special cruises and charters in the Thames River estuary. The Operator will utilize the three former US Navy Willard launches owned by the TRHPF. *See Appendix A for Description of Boats.*

During the 2026 season, the Hop-on Hop-off Harbor Cruise / Water Taxi Shuttle will operate on Saturdays and Sundays, starting on Saturday, June 6 up to and including the CT Maritime Festival, ending the water Taxi service on Sunday, September 6. The hours are from 11AM to 6PM. The regularly scheduled public history-themed boat tours operate mostly on Fridays, Saturdays and Sundays. Additionally, private group tours and charters may be scheduled as booked and typically occur midweek. There are also happy-hour and sunset cruises scheduled on Friday and Saturday evenings along with full-moon cruises based on the lunar calendar.

The TRHPF boats operate from four shore sites:

1. **Fort Trumbull State Park** in New London
2. **City Pier** – Historic Waterfront / Downtown District, New London
3. **Thames River Landing** - Thames Street / Fort Griswold, Groton
4. **Nautilus Dock** – Nautilus and Submarine Force Museum, Groton

In 2025, the Water taxi service operated between Fort Trumbull, City Pier and Thames River Landing. Expansion of the water taxi service to include Nautilus Dock is under consideration for the 2026 season. Regularly scheduled tours, special cruises and charters originated from and returned to all four (4) docks. The Operator will be expected to be available for additional shuttle service upon request with mutually agreed-upon advance notice for special events and charters.

The regular boat tours will operate on the Thames River estuary as far south as Ledge Lighthouse and as far north as the length and theme of tours will allow. During 2025, some tours operated as far north as the Mohegan-Pequot Bridge. Some special tours and charters also operated in other areas including Fisher's Island Sound. TRHPF is interested in exploring the idea of operating up to Norwich.

THAMES RIVER HERITAGE PARK DESCRIPTION



Thames River Heritage Park (TRHP or The Park) is a collection of historic, educational, cultural and recreational partner attractions, which, similar to Boston's Freedom Trail, links together existing cultural and historic resources on both sides of the Thames River in New London and Groton.

By creating a major attraction in the region, tourists are encouraged to extend their stay, creating additional economic opportunities for regional businesses. Studies have shown that heritage tourism is among the fastest growing segments of the tourism market and that visitors within this segment spend more than their non-heritage counterparts.

The water taxi connects two state Parks — Fort Trumbull State Park in New London and Fort Griswold Battlefield State Park in Groton and links them to City Pier in New London's historic district — by boat. The other TRHP sites that are within walking distance to each of the landings include, at Thames River Landing in Groton: the Avery-Copp House, the Groton Bank National Register Historic District, Ebenezer Avery House, US SUBVETS World War II National Memorial East, and the historic Bill Memorial Library. About two miles up the river is the Submarine Force Museum/USS Nautilus, which, as a new landing, is under consideration as a fourth water taxi site.

On the New London side, in addition to the landing at Fort Trumbull State Park, is Eugene O'Neill's Monte Cristo Cottage — located a short distance away — and within walking distance from the landing at New London's Historic District are the Hygienic Art, Custom House Maritime Museum, Garde Arts Center, the Hempsted Houses, Nathan Hale Schoolhouse, St. James Episcopal Church, Waterfront Park and the National Register Historic Waterfront District. In addition, the US Coast Guard Academy, Connecticut College, and the Lyman Allyn Art Museum are located adjacent to or within a short distance from the water. The TRHPF boasts many institutional partners as well, including but not limited to, New London Landmarks, New London County Historical Society, seCTer, SECT Cultural Coalition, UCONN/Avery Point Maritime Studies and Sea Grant.



Mission

Thames River Heritage Park Foundation is a nonprofit organization whose mission and purpose is to promote, support, and sustain the Thames River Heritage Park, a collection of heritage sites linked by water which capture the history and culture of life along the Thames River.

Vision

The vision of Thames River Heritage Park Foundation is to be a network of people, communities, institutions, sites and stories connected by and to the historic waterfront of the Thames River and Long Island Sound. Our water taxis/tour boats help us to make these connections. It is a unique way to transport visitors to our historic and cultural sites on both sides of the river. As importantly, they provide a chance to introduce riders to the places they can visit when they debark.

Scope of Services

The Operator shall employ fully licensed boat captains (Master - Inland / 25 GRT minimum) and appropriate crew to safely staff up to three (3) USCG inspected boats, with certification for 44 passengers each, owned by the City of Groton and maintained by TRHPF. The boats are former Navy Utility launches. The specifications for the boats are attached to the RFP as Appendix A. The most recent boat surveys are available for review upon request.

Captains and crew will be expected to maintain operational and passenger safety. While boats will typically operate with TRHPF volunteer tour guides and/or ambassadors aboard who will provide information to passengers about the park and its history, captains and/or crew will be expected to be able to provide brief narrations about the park, general area information and point out landmarks to the passengers as the boat motors up and down the river. Crew will be expected to interact with passengers, answer questions about the area, local events, get survey information, and ensure passengers have a positive experience.

TRHPF will provide a ½ day of training prior to the start of the season — paid for by TRHPF based on Operator's hourly rates — for Operator's staff to familiarize themselves with the TRHP sites and the area so they can best assist passengers to make their experience a positive one.

The Operator and its staff will represent the TRHPF and will not promote any other business while operating the TRHPF Boats.

The Operator's staff will wear TRHPF apparel (T-shirts and hats) with appropriate shorts or khaki slacks; will promote the sale of TRHPF merchandise including but not limited to t-shirts, hats, tumblers, suncatchers, postcards, if available.

The Operator and its staff shall handle on-site ticketing, passenger check in, distribution of TRHPF Map & Guide and tour brochure — provided by TRHPF — to passengers the first time they board the boat and will distribute and collect surveys as requested by TRHPF. The crew will also ensure that there is a cooler and water on board at all times. They will review local event calendars at the start of each weekend so riders can be informed about activities happening throughout the Park. This information will be provided by the TRHPF social media coordinator, eliminating the need for captains and crew to check local listings themselves.

Passengers are allowed to bring well-behaved dogs or conventional bicycles on board. Electric bikes are very heavy, and their transit is allowed, BUT only if the operator or the owner can lift them into the boat.

In addition, passengers are allowed to bring food and drinks on board. Alcohol is allowed, but ABSOLUTELY no glass is to be brought on board, for any reason. TRHPF is not allowed to provide any alcohol. We do not have any tables and such for passengers to use, nor do we provide food.

Hop-on Hop-off Harbor Cruise/Water Taxi Shuttle Service

The Operator shall provide crew for the three-stop (possibly four-stop) Hop-on Hop-off Harbor Cruise/Water Taxi Shuttle Service listed below. The service is based on the use of one boat with one boat reserved for back up, especially on busy occasions (such as *Celebrate New London and Connecticut Maritime Festival*) and for charters and tours.

Days / Dates of Operation

Hop-on Hop-off Harbor Cruise/Water Taxi Shuttle Service will operate Saturdays and Sundays from June 6 through September 6, 2026. The operating seasons for subsequent option years will be of similar duration.

See Appendix B for an example of the 2025 schedule. Once 2026 schedule is established, this may be subject to change upon mutual agreement.

Water Taxi Hours of Operation

Saturday: 11:00 a.m. – 6:00 p.m.*

Sunday: 11:00 a.m. – 6:00 p.m.*

** Subject to change upon mutual agreement. It also may change due to special events, weather conditions, or other circumstances.*

Water Taxi Landing and Departure Sites

1. **Fort Trumbull State Park, New London** - departs on the hour.
2. Waterfront Park Historic Waterfront District, New London, known as **City Pier**, departs 20 minutes after the hour.
3. **Thames River Landing**, Groton - departs 40 minutes after the hour.
4. **Nautilus and Submarine Force Museum (TBD)***

* In 2025, TRHPF operated tours from the Nautilus site. For 2026, TRHPF is considering adding water taxi service to the Nautilus and Submarine Force Museum. *See Appendix B for an example of the 2025 schedule. Once the 2026 schedule is established, this may be subject to change upon mutual agreement.*

Boat Tours, Specialty Cruises & Charters

In addition to operating the Hop-on Hop-off Harbor Cruise/Water Taxi Shuttle Service, TRHPF operates the boats for historically-themed tours, specialty cruises and charters. The historic tours are at regularly scheduled times, typically 75 minutes in length and run from early June through early September. TRHPF and the selected Operator will work out an agreed upon schedule for these tours. In addition to these tours, the boats are used for TRHPF specialty tours/events and private charters by other groups for fundraisers and company outings. The specialty tour/charter season runs from mid-May through October. Prospective operators should provide projected costs associated with operating one-hour, 75-minute, 90-minute and two-hour tours along with an hourly cost for tours or charters that extend beyond 2 hours.

See Appendix B – Example of a Boat Schedule 2025 – subject to change.

Description of the Boats

See Appendix A

Exclusive Rights to Operate

The Operator shall have exclusive rights to operate the TRHPF boats only at the Thames River Heritage Park water taxi landings pursuant to a contract to be negotiated, under the auspices of the “Thames River Heritage Park” name, logo and brand, for the term of the contract.

Nothing in the terms of this RFP or the contract should be construed so as to grant the operator an exclusive right of access to these sites otherwise (when the TRHPF boats are not in service). TRHPF sites remain the property of their respective owners and may be used by them for any reason and purposes that do not unreasonably interfere with the TRHPF boat operations.

Except for unusual circumstances, it is expected that the operator will be able to dock or moor the TRHPF boats at or near these docks when the boats are not in use. The TRHPF will secure necessary agreements and/or permits with CT DEEP, City of New London and the U.S. Navy to use the respective docks.

Other Terms and Conditions

The Operator shall comply with any and all conditions and requirements of the CT DEEP for use of the landings at Forts Trumbull and Griswold; with any and all conditions and requirements of the City of New London and/or its Port Authority for use of the landing at City Pier Historic Waterfront District; and with any and all conditions and requirements of the U.S. Navy for use of the landing at Nautilus and Submarine Force Library and Museum.

The Operator should note that, from time to time, the City of New London utilizes City Pier for large functions and festivals. This may require the Operator to relocate to another pier. Every effort will be made to accommodate the Operator so as to ensure business is not interrupted. Details will be made final during negotiations.

TRHP is in a Security Zone. The United States Coast Guard or the United States Navy may close all docks/sites without notice in cases when National Security levels warrant.

Operator Responsibilities

The Operator shall be responsible for:

1. Hiring and managing water taxi/tour boat personnel. All personnel shall be employees of the operator, NOT TRHPF employees.
2. Training personnel.
3. All personnel drug testing and screening.
4. Scheduling water taxi and tour boat personnel.
5. Ensuring boat personnel are attired in TRHP uniform (shirts and hats) and perform duties as outlined in the scope of services and as required by US Coast Guard.

6. Ensuring that boat crews check individual passengers off one at a time on the manifest as they embark, collect payment (including processing of credit/debit/electronic payments), provide water, hand out and collect customer surveys and hand out marketing materials.
7. Establishing and maintaining mutual communications between the operator and the TRHPF Executive Director or Waterfront Coordinator.
8. Maintain the certificate of inspection from the USCG for each of the vessels.
9. Budgeting the operating expenses associated with labor for the basic contract year and three option years.
10. Preparing the boats for the operating season including:
 - a. Cleaning, inspecting, and testing all systems.
 - b. Completing required CG inspections and
 - c. Ensuring compliance with all applicable state/federal requirements.
11. Making minor repairs and troubleshooting possible mechanical failures.
12. Coordinating with boatyard and/or marina for repairs, maintenance schedules, getting the boats in and out of the water on schedule and with the US Coast Guard for required inspections.
13. Stocking the boat with ice and water every day. Checking and replenishing inventory of TRHPF map & guides (on the boats and at the landings), tickets, and other TRHPF printed material as requested.
14. Maintaining inventory and selling TRHPF merchandise, if available.
15. Monitoring weather and communicating all delays to TRHPF Executive Director or Waterfront Coordinator.
16. Communicating with the TRHPF Executive Director or Waterfront Coordinator about operating issues.
17. Executing emergency procedures in case of inoperability due to weather or other circumstances.

Operator Requirements

Diesel Engines

The Operator must be familiar with diesel engines including their preventive and operational maintenance.

Personnel:

The operator shall have an on-site manager who shall be responsible for overseeing all operations and who shall be the operator's principal point of contact with TRHPF management.

Licenses:

The Operator will be required to provide copies of valid USCG Licenses and Certifications (including for him or herself). All captains must be licensed before they can operate the boats.

Other Operator Responsibilities

The following shall be required to operate Water Taxi and Boat Tour Services as part of the Thames River Heritage Park and should be considered an integral part of the RFP.

U. S. Coast Guard Requirements

The Operator shall meet, maintain and have on board all Licenses, Certifications and Requirements of the United States Coast Guard and any other state or federal agencies to operate a commercial passenger vessel.

The Operator shall have on board at all times a Captain who shall meet and maintain all Licenses, Certifications and Requirements of the United States Coast Guard to operate a vessel of the tonnage used in this concession contract.

The Operator shall ensure that Captains fulfill the duties as required of a Master Captain's Licensee (Inland / 25 GRT minimum) including proper log keeping requirements. 46CFR Part 185.505.

The Operator shall schedule and participate in all necessary United States Coast Guard inspections-

Boat Maintenance and Repair

The Operator shall be responsible for identifying repairs needed in a timely manner and shall coordinate with TRHPF and the boatyard to schedule such repairs. The Operator shall be responsible for the overall daily maintenance of the boats. The Operator shall be required to provide daily written logs for inspections and documentation and/or fuel. TRHPF will be responsible for the costs of repairing and insuring the boats.

The operator shall be responsible for end-of-season maintenance and planning off-season upgrades and repairs.

Ticketing and Fare Collection

The Operator shall use FareHarbor to facilitate ticketing and fare collection including credit card processing and cash receipts. All cash receipts should be submitted to the Executive Director or Waterfront Coordinator on a weekly basis.

Loading/unloading of passengers:

The Operator shall ensure that staff assist passengers, when necessary and if available, when embarking and disembarking.

Handicapped Issues

The Operator shall enforce the TRHPF's Accessibility Policy (See Appendix C) which is posted on the TRHPF website.

Security of the Sites

The Operator shall secure Gates to the Docking facilities at Fort Trumbull and Fort Griswold after each arrival and departure and shall coordinate securing of the gate at the Nautilus Dock with Navy personnel.

Trash

The Operator shall provide a trash receptacle aboard each vessel and shall be responsible for disposal of same.

Storage of Supplies

No storage of materials or supplies relating to the Water Taxi Service/Tour Boat operation shall be allowed at or on docking sites.

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Emergency Number

The Operator will provide an emergency number that TRHPF will post at each landing for passengers to call if stranded or for any unexpected delays.

Signage

The Operator will set up sandwich board signs at each landing prior to the start of each scheduled hop-on hop-off harbor cruises/water taxi service, tours and/or cruises and secure the signs at the end of the day's operation.

Uniforms

The Operator shall enforce the TRHPF's Uniform Policy with crew and staff— TRHPF shirts and hats with khaki slacks or appropriate shorts or an alternate TRHPF approved uniform.

Meetings

The Operator will be expected/required to meet weekly with the TRHPF team during the season at a mutually agreed upon time and attend periodic meetings throughout the duration of the contract during the off-season.

Selection Criteria

The selection of the Operator will depend on timely submission of all requested material and a demonstration of the ability to successfully operate tourism-related water taxi and boat tour services. The Operator must also demonstrate the ability to comply with all requirements prior to the commencement of operation. Selection will be based on both technical and cost factors.

Information For Proposal

The proposal shall include, at a minimum, the following information:

Business Information:

1. Name and address of Company/Corporation
2. Name and address of Principal Owner of Business
3. Contract contact person with Business Phone, Email, Mobile Phone
4. Name and address of proposed on-site manager with Business Phone, Email, Mobile Phone
5. Number of years in business
6. Business Plan for a Water Taxi and Tour Boat Service to include:
 - a. Number of captains and crew to be employed
 - b. Hourly rates for captains and crew
 - c. Total costs per day for captains and crew for water taxi service
 - d. Total costs per 1-hour, 75 minute, 90-minute and 2-hour boat tours and charters
 - e. Management fee and scope of work covered.
 - f. Expenses
 - g. Any other costs

Experience:

1. Describe any experience the company and/or staff has had in operating a water taxi service or related service as well as experience in the tourism-related industry and/or customer service field.
2. Describe any experience the company and/or staff have with mechanical knowledge and minor boat repair as it relates to or compares with the TRHPF Willard diesel engine utility boats.
3. Describe any experience the company and/or staff have with onboard electronics and electrical systems as it relates to or compares with the TRHPF Willard diesel engine utility boats.
4. Describe the maintenance procedure you will follow at the start of each operating day/weekend.
5. Describe your experience with FareHarbor or how you are going to become familiar with its use.
6. Optional: Describe any experience you have developing, marketing and/or selling boat or river tours. *(This is not a criterion for submission; however, we would like to know about your experience if any as it would be considered to provide additional value.)*
7. Describe any experience you have managing employees - i.e., payroll, scheduling, customer complaints, compliance with requirements of US Coast Guard requirements for Master Captain (Inland / 25 GRT Minimum) licensees along with duties and uniform policies as outlined in RFP and compliance with passenger count Code of Federal Regulations (CFR).

Operational and Procedural Issues

1. Describe how on-board emergencies (medical and non-medical) will be handled.
2. Provide information on how stranded patrons will be handled.
3. Provide information on a contingency plan should mechanical or other issues render the vessel inoperable.
4. Describe procedures related to cancellations due to inclement weather or other circumstances.
5. Describe your policies and procedures related to noncompliance with US Coast Guard requirements for Master Captain licensees.
6. Describe your policies and procedures related to noncompliance with TRHPF requirements, duties and uniform policies.
7. Describe the process / procedure for greeting and checking-in passengers for tours and cruises and processing passenger payments via FareHarbor online ticketing tool and cash transactions.
8. Describe how fluctuating capacity will be handled, particularly for event weekends and how accurate passenger counts for each trip and leg of the Hop-on Hop-off Harbor Cruise / water taxi service will be maintained.
9. Provide your Non-Discrimination Policy with regards to your staff. *See Appendix D for TRHPF Discrimination Policy*

Personnel

Identify the key personnel for the contract and discuss any plans to hire/retain any of the previous Operator's employees.

References

Please include 2-3 references along with their contact information.

Budgets

Provide a projected budget for the 2026 season and the option years 2027, 2028 and 2029 based on the schedule below and in Appendix B. If the proposed budget includes a management fee, describe what the fee includes.

Hop-on Hop-off Harbor Cruise / Water Taxi Shuttle Service

Saturdays and Sundays – 11 AM – 6 PM

- 2026 – June 6 through September 6
Option Years
- 2027 – June X through September X
- 2028 – June X through September X
- 2029 – June X through September X

Tours, Specialty Cruises and Charters

Provide projected budgets for operating 1-hour, 75 minute, 90-minute and 2-hour tours along with an hourly rate for specialty tours / charters that extend beyond 2 hours. If the proposed budget includes a management fee, describe what the fee covers.

Fares

TRHPF reserves the right to determine a fare schedule. The Operator shall be responsible for clearly providing a daily account of all ticket and merchandise sales, passengers, cash receipts and credit receipts.

Describe the process and tasks which would be used to collect, record, and accurately account for money and passengers. All credit cards, cash and online sales will be processed through TRHPF FareHarbor ticketing tool.

Disclaimer

All information is provided for informational purposes and does not constitute all or part of a contract. The information is designed to assist the potential Operator in determining whether to proceed with the submission of a proposal. While the information herein is believed to be correct, it is the responsibility of the proposer to perform due diligence. Many of the historical sites listed above have websites that can be located on web-based search engines as well as at www.thamesriverheritagepark.org. Applicants are encouraged to review the information.

Thames River Heritage Park Foundation Discretion

The TRHPF, at its sole discretion, may reject any or all proposals for any reason. The selected Operator will be required to sign a contract with TRHPF. The Operator shall not be allowed to assign the contract. TRHPF and the Operator shall be the sole and exclusive parties to the contract, and the contract shall in no way be construed as to give rise to a contractual obligation on the part of the United States Government, the State of Connecticut or the Department of the Navy.

Submission Information and Schedule

- **Proposals accepted on a rolling basis until position is filled**
- **Please submit your proposal via email to June Henley, Executive Director of Thames River Heritage Park Foundation at jhenley@thamesriverheritagepark.org**
- **Candidates will be interviewed as RFPs are accepted.**
- **Operator contract awarded upon successful completion of Interview and subsequent contract negotiations.**

Appendices

Appendix A

Boat Description



Our boats have their own history.

Our boats are refurbished surplus U.S. Navy “liberty” utility boats that were used to shuttle sailors to shore from larger ships for liberty or free time. One was assigned to the USS LaSalle which assumed the role of Commander of Middle East Forces in 1988.

The other boat was assigned to the USS Hunley, a submarine tender home ported in Charleston, South Carolina servicing the nuclear-powered Polaris submarine fleet.

Appendix A - Continued

Willard 40ft Utility Boat MK 6 - Leading Characteristics

Item	Data
Performance	
Range	120 nautical miles
Capacity (incl. crew)	75 persons*
Displacement (full load)	28,800 lbs. max.
Hoisting Weight (Design)	17,000 lbs. max.
Draft (full load)	3 feet, 6 inches
Crew	4 persons**
Fuel Capacity	112 gallons
Hull Specifications	
Length	39 feet, 11 inches
Beam	11 feet, 10 inches
Molded Depth	5 feet, 4-3/4 inches
Bottom Configuration	Semi-V
Engine	
Manufacturer	Detroit Diesel
Model	1062-7000
Rated Horsepower	174 shp
Displacement	425 cu. in.
Cylinders	6
Fuel	Diesel fuel
Marine Gear	Allison "M" Gear 1.52:1 Reduction Ratio
Propeller and Shaft	
Type	3 blade
Rotation	Right-hand
Diameter	26 inches
Pitch	19 inches
Material	Manganese Bronze
Shaft Diameter	1-3/4 inches
Stuffing Box	Sliding gland type
Electrical power	
System Power	24 Vdc
Batteries	(2) 12-vol., 100 amp hrs
Alternator	24 Vdc, 2-wire, ungrounded

* Navy specification. The TRHPF Willard boats are U S Coast Guard certified for 42 persons.

** Navy specification. The TRHPF operates the Willard boats with a two-person crew consisting of a Master and a deckhand.

Appendix B

An example of the 2025 Boat Schedule

Thames River Heritage Park - Harbor Cruise (water taxi) - 2025 DRAFT Schedule

Time	Fort Trumbull	City Pier	Groton	Nautilus	Boat 1	Boat 2
11:00	11:00					Depart Fort Trumbull
11:10		11:10				Arrive City Pier
11:15		11:15			Depart Fort Trumbull	
11:25					Arrive City Pier	
11:35					Depart City Pier	
11:50				11:50	Arrive Nautilus Dock	
11:20						Depart City Pier
11:30			11:30			Arrive Thames Landing Groton
11:40			11:40			Depart Thames Landing Groton
11:45				11:55	Tour 1 departs Nautilus Dock	
11:50	11:50					Arrive Fort Trumbull
12:00	12:00					Depart Fort Trumbull
12:10		12:10				Arrive City Pier
12:20		12:20				Depart City Pier
12:30			12:30			Arrive Thames Landing Groton
12:40			12:40			Depart Thames Landing Groton
12:45				12:55	Tour 1 returns to Nautilus Dock	
12:50	12:50					Arrive Fort Trumbull
13:00	13:00			13:10	Tour 2 departs Nautilus Dock	Depart Fort Trumbull
13:10		13:10				Arrive City Pier
13:15		13:15				
13:20						Depart City Pier
13:30			13:30			Arrive Thames Landing Groton
13:40						Depart Thames Landing Groton
13:50	13:50					Arrive Fort Trumbull
14:00	14:00			14:10	Tour 2 returns to Nautilus Dock	Depart Fort Trumbull
14:10		14:10				Arrive City Pier
14:15		14:15		14:15	Depart Nautilus dock	
14:20						Depart City Pier
14:30		14:30	14:30		Arrive City Pier	Arrive Thames Landing Groton
14:40		14:40	14:40		Tour 3 departs City Pier	Depart Thames Landing Groton
14:40						
14:50	14:50					Arrive Fort Trumbull
15:00	15:00					Depart Fort Trumbull
15:10		15:10				Arrive City Pier
15:20		15:20				Depart City Pier
15:30			15:30			Arrive Thames Landing Groton
15:40			15:40			Depart Thames Landing Groton
15:55		15:55			Tour 3 returns to City Pier	
16:00						
16:05		16:05			Depart City Pier for Nautilus Dock	
16:10		16:10				Arrive City Pier
16:20		16:20				Depart City Pier
16:20				16:20	Arrive Nautilus Dock	
16:30			16:30			Arrive Thames Landing Groton
16:40				16:40	Depart Nautilus Dock	
16:40			16:40			Depart Thames Landing Groton
16:50	16:50					Arrive Fort Trumbull
17:00	17:00			17:00	Arrive City Pier	Depart Fort Trumbull
17:10	17:10	17:10				Arrive City Pier
17:20		17:20				Depart City Pier
17:30			17:30		Evening Cruise	Arrive Thames Landing Groton
17:40			17:40			Depart Thames Landing Groton
17:50	17:50					Arrive Fort Trumbull

Appendix C

ADA Policy

Accessibility

The Hop On, Hop Off Harbor Cruise vessels are refurbished Navy boats that are used for shuttling crews to and from large ships. They are not ADA compliant and do not have a restroom.

TRHP Accessibility Policy

Our boats are not ADA compliant, but we try to accommodate all passengers as best we can.

For your safety, passengers must be able to walk up and down 4 stairs and board the boat independently with minimal, courtesy-only assistance from the crew. Should there be a need to disembark quickly or unexpectedly, passengers must be able to do so unaided.

Passengers requiring assistance are encouraged to board with a companion to avoid any difficulty.

Admittance onto our boats is at the discretion of our captains who are authorized to determine a guest's ability to meet these requirements.



Appendix D

Thames River Heritage Park Foundation

Anti-Discrimination and Equal Employment Opportunity Policy

1. Purpose / Statement of Commitment

The Thames River Heritage Park Foundation is committed to providing a work environment free from discrimination, harassment, and retaliation. All employees, volunteers, interns, and contractors are to be treated with respect and dignity. This policy ensures that employment decisions are based on merit, qualifications, and business needs, without regard to protected characteristics.

2. Scope

This policy applies to all individuals associated with the Thames River Heritage Park Foundation, including employees, volunteers, interns, contractors, and visitors.

3. Definitions

- **Discrimination:** Treating an individual unfairly based on race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, veteran status, or any other characteristic protected by law.
- **Harassment:** Unwelcome conduct, whether verbal, physical, or visual, creates a hostile, intimidating, or offensive work environment.

4. Protected Classes

This organization strictly prohibits discrimination on the basis of:

- **Race, color, religion, sex (including pregnancy, gender identity, and sexual orientation)**
- **National origin**
- **Age**
- **Disability**
- **Genetic information**
- **Veteran status**
- **Any other category protected under Federal law or Connecticut State law**

5. Reporting Procedure

Employees or volunteers who experience or witness discrimination or harassment should report the matter immediately to:

- **Executive Director**
- **An Executive Officer of the Board of Directors**

All reports will be handled confidentially to the extent possible, and retaliation against anyone reporting discrimination in good faith is strictly prohibited.

Appendix D continued

6. Investigation Process

All reports of discrimination or harassment will be taken seriously and investigated promptly. The investigation may include interviews with the parties involved and a review of relevant documents. Corrective action will be taken if the investigation confirms a policy violation.

7. Non-Retaliation

Retaliation against anyone who reports discrimination or participates in an investigation is strictly prohibited. Anyone who retaliates will face disciplinary action up to and including termination.

8. Consequences for Violations

Violations of this policy may result in disciplinary action, up to and including termination of employment or volunteer service, depending on the severity of the violation.

9. Training and Awareness

The Thames River Heritage Park Foundation provides regular training to ensure all staff are aware of this policy and understand their rights and responsibilities.

10. Policy Review

This policy may be updated periodically. Employees will be notified of any significant changes, and the most current policy will be available on the internal employee portal.

11. Acknowledgment of Receipt

I acknowledge that I have read, understood, and agree to comply with the Thames River Heritage Park Foundation's Anti-Discrimination and Equal Employment Opportunity Policy.

Employee / Volunteer Name: _____

Signature: _____

Date: _____