

Appendix 19 – Sample Annual Operating Plan

Applicants must submit a proposed Annual Operating Plan (AOP) as part of their submission. This appendix identifies the minimum requirements and optional services for the applicant's proposed AOP. Applicants are required to propose how they will meet or exceed the minimum requirements and provide optional services identified for each item in the appendix. See Appendix 12: Holder Maintenance and Recondition Plan for guidance.

Applicants should utilize the Sample Annual Operating Plan Outline referenced below to organize their response.

The Forest Service will evaluate this information to rate the applicant against the "Proposed Operating Plan" evaluation criteria. The successful applicant's proposal will become part of his/her Annual Operating Plan. The Annual Operating Plan becomes an attachment to the special use permit.

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1. Operating Season

The minimum season for each recreation area varies by site. Please reference the Recreation Site Description for current season length. These dates will serve as the minimum length of season. **Additional times of operation, both full and partial, may be offered.**

2. Staffing

The holder will be responsible for furnishing all personnel, and for adequately training and supervising their activities while performing under the provisions of the permit.

State and Federal laws governing employment, wages, worker safety, etc. must be met. Applicable laws include, but are not limited to, laws governing equal opportunity, civil rights, fair labor standards, minimum wage, Davis-Bacon Wage Rates (for G/T fee off-set), workers' compensation, OSHA regulations, ADA, and immigration laws regarding employment of legal aliens.

A. Supervision/Management

A representative(s) who will serve as the liaison(s) between the Holder and the Forest Service and have full authority to act on the terms of the special use permit must be designated. There may be more than one designee, each of whom has the authority to act on one or more permit terms (i.e., one person may deal with operations issues, one may deal with maintenance issues, and another may deal with financial issues). The designee(s) names, or the appropriate job title(s), must be included in the proposal. **State in the proposal the position title(s) and area(s) of responsibility.**

B. Personnel

Provide an organization chart showing each position. Provide a narrative description of each position shown on the organization chart including the title of the position, duties, and indicating full or part time employment.

C. Employee Training

Describe training to be provided to each position listed on your organization chart.

D. Employee Conduct

Provide your company's employee conduct policy.

E. Uniforms

Employees must wear neat, clean, and professional attire that identifies them as concessionaire employee including a name tag with the concessionaire's identify. The official Forest Service uniform, Forest Service volunteer uniform, and components may not be used. **Describe in detail attire for all employee positions.**

F. Vehicle Identification

Vehicles must be clean, quiet, and well maintained with a professional quality sign containing the concessionaire's name displayed on each side of each vehicle used. **Describe in detail vehicles used.**

3. Customer Service

Customers and the visiting public will be responded to in a professional manner to contribute towards a safe and enjoyable experience on the National Forest. A customer service

comment card system must be provided. The customer service comment card contained in Appendix 7 may be proposed. **Describe a customer service commitment and provide a comment card system.**

4. Operations

The Holder will be responsible for all tasks associated with the daily operation and maintenance of the **Juniper Springs Recreation Area and Sweetwater Cabin** areas.

A. Water Systems

Some of the developed sites included in this offering have potable water systems. It is the holder's responsibility to operate and maintain the water systems, and have the capability to turn off and reopen the system for maintenance purposes. The Forest Service will provide instruction on turning off and reopening of the water system.

The holder is responsible for compliance with all applicable Federal, state, and local drinking water laws and regulations for the operation and maintenance of a public water system. This includes the testing and maintenance of all potable water systems in accordance with the state of Texas department of public health and Forest Service regulations. If current laws and regulations change and it becomes necessary to perform additional or different tests, the holder shall be responsible for compliance and associated costs. (See Forest Service 2700-4h, clause V. B. and FS 2700-4h, Appendix 2.) **Describe a process to operate, inspect, test, and maintain the water systems addressing the standards described above.**

B. Interference with Normal Use of Recreation Sites

Operation, maintenance, and cleaning of grounds and facilities can interfere with the recreational use of the areas by the visiting public. **Describe measures to limit inconvenience and disruption of use by the public.**

C. Standards for Site Facility Cleaning and Maintenance

The holder shall be responsible for meeting the standards listed below when cleaning and maintaining facilities. **Describe how the following ten items: 4a) through 4f) will be identified and accomplished.**

a) All Facilities

Facilities are maintained free of graffiti.

Facilities are clean and well maintained.

Numbers of visitors and vehicles do not exceed site capacity.

A site safety inspection is completed annually, and documented in a format acceptable to the Forest Service. Documented high risk conditions are corrected prior to use.

Utility systems meet applicable state and local regulations.

Facilities, when signed as accessible, meet guidelines in Universal Access to

Outdoor Recreation: A Design Guide.

Grass and over hanging brush must be kept trimmed around tables, bulletin boards, water hydrants, barriers, signs, buildings, parking areas, paths, living spaces, tent sites, and other facilities.

b) Toilets

To keep humans from unhealthy exposures to human waste, the waste is removed immediately upon discovery or notification.

All other types of sewage treatment systems must meet state and federal standards.

Toilets are clean and free of objectionable odor.

Restrooms are functional and in good repair.

Walkways and trails shall be kept free of obstructions or excess vegetation.

c) Tables

Excessive grass or vegetation shall be trimmed from around the table area.

There should be adequate vegetation, gravel, or other approved material around tables to prevent mud and erosion.

d) Fire Rings and Grills

Fire rings shall be free of litter, ashes, and unburned material before used by a new user.

Ashes, charcoal, and unburned wood shall be removed from fire rings and grills when there is less than four (4) inches of free side clearance.

There should be adequate gravel, or other approved material around fire rings to prevent mud and erosion.

Eliminate any rock fire rings or modifications that were not installed or approved by the Forest Service. Remove ashes from unauthorized fire rings and pits. Scatter the rocks and spread soil over these areas, to make them less conspicuous.

e) Grounds

Developed sites shall be free of litter and domestic animal waste.

Effects from recreation use that conflict with environmental laws are analyzed and mitigated as needed.

Loss of vegetation and erosion caused by recreation use is prevented and/or corrected in accordance with approved vegetation management plans.

Nails, ropes, wire, etc. will be removed from trees whenever found.

Grass and other ground vegetation shall be trimmed on a regular basis to maintain a comfortable and inviting environment.

f) Roads and Trails

Roads within or adjacent to developed sites are treated and maintained to control dust.

Ditches and culverts shall be cleaned and maintained to allow proper drainage.

g) Barriers (parking, road, etc.)

Excess vegetation around barriers shall be trimmed to keep the barrier visible.

h) Water Hydrants

Water hydrants meet state and federal standards.

Maintain functional gravel sumps.

Each hydrant must be posted with a sign that says "No washing dishes, bathing, washing hair or hands, or cleaning fish", or a similar message.

i) Trash Receptacles

Garbage does not exceed the capacity of the garbage containers.

Garbage locations are clean and free of objectionable odors.

All trash shall be removed from National Forest lands and disposed of in accordance with all state and local laws and regulations.

j) Signs, Bulletin Boards, and Fee Stations

Information boards look fresh, professional, uncluttered, and contain appropriate current/seasonal information. Multi-lingual information is provided as needed. Signs, bulletin boards, site markers, and fee stations are well maintained, neatly arranged, and meet Forest Service signage standards.

5. Safety

The safety and health of all persons is of the up most importance. **Provide a safety and health plan to address both an annual all encompassing safety and health inspection and a continuing safety and health monitoring program, that addresses the following five areas of concern:**

A. Safety inspections

An annual all encompassing safety and health inspection will be preformed prior to the high use season. This inspection will document all safety and health problems discovered, note corrective action to be taken, and document completion of corrective actions or mitigating measures. Additionally, continuing attention to will be made to new situations presenting a safety or health concern during the operating season. These discoveries, corrective actions or mitigating measures taken will be documented in writing.

B. High risk conditions

High risk conditions may develop, such as but not limited to the following: weather, environmental, and facility conditions; domestic unrest; etc. It is the holder's responsibility to plan for and react responsibly.

C. Removal of hazardous objects

Safety hazards, such as but not limited to unsafe branches, tripping hazards, unstable walking surfaces, etc. shall be identified and corrected.

D. Identification and removal of hazardous trees

The holder is responsible for identifying, monitoring, and removing all hazard trees throughout the year, subject to Forest Service review. In addition, hazard inspection will be conducted immediately after any major weather event (i.e., hurricanes, tornados, ice storms). After securing approval from the Forest Service, the permit holder is required to remove hazard trees and associated slash. The Annual Operating Plan will address the appropriate disposal methods. The Forest Service will advise the permit holder, as needed, in regards to hazard tree identification and removal.

Forest Service approval is required prior to cutting or pruning of any trees.

The holder would not typically be responsible for hazard tree removal necessitated by atypical situations, such as a major blow down or a large insect infestation. However, responsibility will be determined on a case by case basis.

All stumps from hazard tree removal shall be flush cut to ground level in order to reduce tripping hazards.

If slash and bucked logs resulting from hazard tree removal are not used by campers within a reasonable length of time, the holder must dispose of it by an approved method.

E. Safety training for employees

The holder is responsible to provide on-going safety training to ensure a safe work environment and inform and educate their employees about working safely and recognizing unsafe conditions.

6. Signs and Posters

All signs must be maintained in a good condition (neat, clean, not faded or torn). Replacement of standard Forest Service signs is the responsibility of the Forest Service. Homemade signs or posters are not allowed. Additional signs should be reviewed by the authorized officer as to location, design, size, color, and content. Commercial advertising is not allowed. **Describe proposed signing as it relates to both Holder and Forest Service provided signs.**

A. Entrance sign

A sign stating that the recreation area is under permit from the U.S. Forest Service and including the name of the permit holder must be posted on the entrance board of all sites. The sign must include contact information for both the permit holder and Forest Service.

B. Title VI compliance

The holder is required to post and maintain the *And Justice for All* poster and "Welcome to Your National Forests..." poster (Unicor P23-43) as furnished by the Forest Service.

7. Holder Advertising

The holder shall accurately represent the accommodations and services provided to the public within the permit area, in all advertisements, signs, brochures, and any other materials. The fact that the permit area is located on the Sam Houston National Forest shall be made readily apparent in all advertising and signing.

All forms of advertising must contain the following words: "X Company is an equal opportunity provider". **Describe proposed media for advertising.**

8. Fire Prevention

Provide a fire prevention plan that addresses, at a minimum:

- How the applicant will prevent wildfires and structural fires
- Reporting procedures and emergency response, should a fire occur
- Training and experience of employees, relative to fire
- Fire prevention/suppression tools and equipment that will be on-site

9. Road and Trail Maintenance

The holder is responsible for maintaining vehicular and pedestrian access in a safe and passable condition and to Forest Service standards. This responsibility includes, but is not limited to, mowing road shoulders and around parking barriers for visibility; filling chuck holes with asphalt materials on paved surfaces; grading and/or controlling dust on unpaved surfaces; and erosion control through grading, ditching, or use of check dams, regardless of where needed. Grading of gravel surfaced roads averages 2 times per year. Culverts must be kept free of debris. **Describe a road maintenance schedule to accomplish these needs.**

10. Law enforcement and Security

Forest Service, state, and local law enforcement and the holder each have enforcement roles at concession recreation sites. Appendix 9 clarifies the law enforcement authorities and responsibilities at concession operated recreation sites (FSM ID 2340-96-1). **Describe how law enforcement, security and rules of use will be imposed at the recreation sites.**

11. Communication Systems

The holder is required to provide a means of communication (e.g.), two-way radios, cellular phones, etc., between all employees, the Forest Service, the National Recreation Reservation System, and emergency response agencies. The use of radio frequencies and equipment owned by the Forest Service will not be authorized. **Describe how communications will be complete, timely, and accurate between all affected interests.**

12. Herbicides and Pesticides

Herbicides and pesticides may not be used without prior written approval from the Forest Service. A request for approval of planned uses of pesticides shall be submitted annually by the holder on the due date established by the authorized officer. Any request for use shall cover a 12-month period of planned use, beginning 3 months after the reporting date. Only those materials registered by the U.S. Environmental Protection Agency for the specific purpose planned shall be considered for use on National Forest System lands (refer to FS-2700-4h, V.D). **Describe intentions to use specific products.**

13. Boating Safety

All use of water craft shall comply with present and future laws, regulations, and other legal requirements. **Describe how boating safety will be accomplished.**

14. Interpretive programs

Interpretive presentations may address natural and cultural resources, fisheries and wildlife, fire management, water resources, or other topics relative to the National Forest and its management. Interpretive services can take the form of campfire programs, guided walks, brochures, children's activities, displays, or other similar items.

The holder may not charge for interpretive services. The holder may subcontract the provision of interpretive services with other organizations such as museums, historic societies,

The FS retains the right to present programs at any campground or other recreation site on the National Forest, subject to coordination with the holder to avoid conflict with other scheduled activities. **Describe a proposed interpretive services plan to include frequency, content, etc.**

15. Recycling

Recycling of all materials is encouraged. **Describe a recycling program to include types of materials, receptacles, handling, removal, etc.**

16. Additional revenue-producing sales, services, and/or fees

Describe and list all additional revenue-producing sales services or fees you propose to provide.

The following is a list of approved sales of:

- firewood
- camping supplies
- fishing supplies
- state fishing licenses
- state hunting licenses
- miscellaneous food items (ice, soda, bottle water, etc.)
- photographic supplies
- informational and interpretive materials (i.e., books)
- fee for full service hook-ups
- fee for electricity

- rental of bikes
- rental of canoe/boats