

Appendix 8: Sample Annual Operating Plan

Sample Annual Operating Plan Outline Annual Operating Plan and Holder Maintenance, Reconditioning, or Renovation (MRR) Plan

This appendix describes the minimum requirements of the holder's Annual Operating Plan and application regarding the operating season, staffing, operations and maintenance services provided, and minimum standards to be met. The Forest Service will use applicant provided information to rate the proposal against the "Proposed Operating Plan" evaluation criteria. The successful applicant's proposal will become a part of his/her Annual Operating Plan.

The holder must meet the additional standards and requirements specified in this section for the recreation sites listed in the prospectus. Applicants are required to propose how they will meet or exceed the minimum standards described in this Appendix (8).

The permit holder, at its expense, will be required to perform holder Maintenance, Reconditioning, or Renovation under a holder MRR plan (FS-2700-4h, clause II.D). The holder's MRR plan will describe required holder MRR and its frequency. The holder's MRR plan will become part of the permit holders annual operating plan. A sample Holder MRR plan is located after the sample operating plan in this Appendix (8).

Contact Jeff Bensen, Recreation Officer, Los Padres National Forest, 805-961-5744 for questions.

Annual Operating Plan

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1. Operating Season:

The minimum season for each of the recreation facilities is described in the prospectus in I.C. Description of Developed Recreation Sites and Facilities.

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.

2a. 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 and area(s) of responsibility.

2b. 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.

2c. Employee Training

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

2d. Employee Conduct

Provide your company's employee conduct policy.

2e. Uniforms and Vehicle Identification

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.

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 5 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 area.

4a. Water Systems

Several 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 California 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 F)

Describe a process to operate, inspect, test, and maintain the water systems addressing the standards described above.

4b. 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.

4c. 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 (4c1. – 4c10.) will be identified and accomplished.

4c1. 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.

High risk conditions that develop during the use season are mitigated or the site is closed.

Utility systems meet applicable state and local regulations.

Facilities, when signed as accessible, meet guidelines in Universal Access to Outdoor Recreation: A Design Guide.

Vandalism is corrected or mitigated within one week of discovery or notification.

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.

4c2. 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.

4c3. 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.

Tables should be level

4c4. 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.

All ashes must be disposed of off National Forest System lands and in accordance with state and local laws and regulations. Ashes shall not be placed in dumpsters or trash cans while hot.

Clear all combustible materials and vegetation away from fire rings to a minimum of three (3) feet.

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.

4c5. Grounds

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

If the pack-it-in pack-it-out program is used, the message is prominently displayed and any accumulations of trash are removed within 24 hours of discovery or notification. It is recommended that garbage bags be provided to campground visitors when the pack-it-in pack-it-out program is used.

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 maintained to a maximum height of eight (8) inches and a minimum distance of thirty-six (36) inches away from facilities unless otherwise agreed to, in writing, by the permit administrator.

4c6. Roads and Trails

Walkways and trails will be maintained to Forest Service standards. When needed, clear trails of debris and overhanging vegetation and maintain proper drainage to minimize damage from water.

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.

4c7. Barriers (parking, road, etc.)

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

4c8. Water Hydrants

Water hydrants meet state and federal standards.

Replace the gravel sump when sour smelling, filled with dirt, or when excess water does not properly drain (this item may qualify as a Granger-They offset).

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.

4c9. Trash Receptacles

Garbage does not exceed the capacity of the garbage containers.

Garbage locations are clean and free of objectionable odors.

Garbage containers are animal resistant. (It may become necessary to temporarily close campgrounds if wildlife/human conflicts occur.)

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

4c10. 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.

Shoulder season bulletin board signing shall include information as to whether or not potable water and trash service are available and what the expected closing date of the facility is.

Hand written signs may be used temporarily (less than one week) for unexpected situations (e.g., if restrooms or water systems are inoperable).

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:

5a. Safety inspections

An annual all-encompassing safety and health inspection will be performed 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.

5b. 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.

5c. 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.

5d. 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.

5e. 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.

6a. 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.

6b. 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 ___ 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 8 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. Recycling

Recycling of all materials is encouraged.

Describe a recycling program to include types of materials, receptacles, handling, removal, etc.

14. Interpretive programs (optional service)

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 has discretion whether to charge or not for interpretive programs they provide. The holder may subcontract the provision of interpretive services with other organizations such as museums or historic societies and may charge the public to cover any expense incurred.

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, and objectives of the programs, who will give the programs and their qualifications. If the public is charged, explain what fees will be charged and the basis for the fee.

15. 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:

- sale of firewood
- guided interpretive tours and programs
- sale of camping supplies
- sale of fishing supplies
- sale of state fishing licenses
- sale of state hunting licenses
- sale of propane
- sale of miscellaneous food items (ice, soda, bottle water, etc.)
- sale of informational and interpretive materials (i.e., books)
- sale of miscellaneous clothing sales
- sale of miscellaneous souvenirs
- fee for showers

SAMPLE HOLDER MRR PLAN

Applicants should include their proposed holder maintenance, reconditioning and renovation plan in their operating plan of their application package. Following this type of holder maintenance schedule should prove useful to the holder in order to meet performance evaluation criteria and minimum standards. NOTE: The holder maintenance tasks listed below is an all-inclusive list of the tasks needed to maintain and recondition a recreation site. These maintenance requirements will be included in the Annual Operating Plan. Standards for these requirements will be provided by the FS.

ALL DEVELOPED SITES

Maintenance Item	Frequency	Remarks
Pick up litter within site boundaries	Daily	Remove all litter observed on the grounds. Particular attention shall be given to the removal of all observed glass, bottles, cans and similar objects that might cause injury to site visitors. Do not perform litter removal in an occupied campsite. Pick up litter in and around streams running through or adjacent to sites.
Paint entrance signs, shields and frames	Prior to July 1st, annually	Forest Service approved materials; frames may have to be watersealed instead of painted.
Remove graffiti	As needed	Remove graffiti within 48 hours of discovery or notification.
All ground steel/concrete firepits will be maintained in good condition	Prior to opening, annually	Concrete firepits will have smooth finish with minor surface exfoliation or cracking evident. Internal grill will be securely fastened.
Patch rodent and bird holes in wood restrooms, repair/replace screens	As needed, prior to opening, annually	Forest Service approved materials and standards.
Maintain all posters in like-new condition on bulletin boards	Prior to opening and as needed during season	Posters will not be curled, 'dog-eared', rippled or faded; temporary or press-on signs will be in good condition and professional in appearance; permittee will be responsible for providing posters; Forest Service will provide source; posters will be uniformly spaced on the bulletin boards, not grouped in one corner.

Maintenance Item	Frequency	Remarks
Return all displaced picnic tables to appropriate locations at all locations, anchor if necessary	Prior to July 1, and within 1 week of observed	After securing approval by authorized FS personnel, picnic tables will be cabled or chained in place by the leg or brace. Cables or chains will be of sufficient size to require a bolt cutter or similar tool for cutting. The cable or chain will be connected to a buried anchor that may be concrete, block or steel post or like material. No wood anchors shall be used. Anchors will be placed so they are not a tripping hazard or otherwise cause injury; tables will have all 4 legs in contact with the ground; no legs will be propped up with rocks or other objects.
Raise picnic tables that have sunken into ground due to snow load	Prior to opening, annually	All tables seating should be at appropriate height.
All campsite markers will be straight with numbers clearly visible from roadway	Prior to July 1, annually; within 1 week of observance	Forest Service standards; Carsonite-type posts with reflectorized letters or numbers, or equivalent; posts and lettering will be in good physical condition.
Replace all metal signs (particularly, 'No Parking') when they fade	Prior to opening, annually; within 1 week of observance	All metal signs shall be legible and clearly visible at all times. The signs will be replaced when sunlight or other environmental factors has caused the numbers or letterings to appear weathered, discolored or bleached.
Maintain recycling programs for aluminum, plastic and glass in each designated facility for entire use season	From opening date	Forest Service standards; recycling facility area will be clearly identified with an upright sign and each bin or can will be clearly marked for recycling; bins and cans will be emptied before overflowing; facilities will be located in high traffic pattern areas to encourage use.
Wash all non-contract garbage cans	Prior to opening and as needed	Forest Service standards.
Remove hazard trees	Prior to opening and as needed during season	Forest Service standards and guidelines as defined in the Inyo NF Hazard Reduction Policy, which will be made a part of the operation plan.

Maintenance Item	Frequency	Remarks
Rake around fireplaces and pedestal barbecues	Prior to opening	Rake needles away from all fire units for 5 feet in all directions.
Clean out inlets, outlets and inside of culvert pipes	At end of season, and prior to opening, if needed	Forest Service standards; material removed will be placed in an area outside the stream environment zone.
Sweep all areas of roads, parking lots and paved camp spurs	Prior to opening; remove all cones, branches and debris during season	Forest Service standards; material will not be piled; material will be scattered; cones and limbs will be kept off roadways and walkways for public safety.
Cut back all vegetation sufficient to permit visibility to vehicles on roadway and allow vehicles use of the entire road	Prior to opening and as needed during season	All shrubs, limbs and brush will be trimmed back to a distance no less than six inches (6') from the edge of all roadways and spurs.
Maintain all restroom doors in operating condition	Paint 1/2 of all restroom doors at each facility each year, on a rotating basis; repair or replace parts as needed	Interior and exterior of entry door; Forest Service standards and approved materials; surfaces to be painted shall be free of dust, dirt, scale or any other substance which may interfere with the adhesion of the specified coat; this may require sanding and smoothing; Forest Service approved paint at full strength; must be able to close and lock doors at all times; facilities shall not be out of service longer than 5 days.
Maintain restroom skylights and Plexiglas roofs	Prior to opening; throughout season	Remove any pine needles, debris, rocks or light blocking material; care must be taken to avoid scratching surface when material is removed; paint overspray shall be removed.
Maintain restroom roofs	Prior to opening; as needed during season	Make sure pine needles are removed before season starts, and buildups do not occur during season. To prevent structural damage; buildings must be leak proof at all times.
Replace burned-out lights at all facilities and restrooms	Within 2 days of burning out	Replacement lights will be within fixture tolerances and Forest Service standards.
Pump toilet vaults when ¾ full	As needed, end of season	Vaults may need to be pumped at end and beginning of season due to accumulation of water from snowmelt

Maintenance Item	Frequency	Remarks
Paint interior and exterior of restroom buildings, touch up paint when necessary	Rotating basis. Each building painted once every 3 years	Interior and Exterior; Forest Service standards and approved materials; surfaces to be painted shall be free of dust, dirt, scale or any other substance which may interfere with the adhesion of the specified coat; this may require sanding and smoothing; Forest Service approved paint at full strength.
Paint trash bins, food lockers, recycling centers, and gates	As needed	Forest Service Standards and approved materials; surfaces to be painted shall be free of dust, dirt, scale or any other substance which may interfere with the adhesion of the specified coat; this may require sanding and smoothing; Forest Service approved paint at full strength.
Paint roadway signs and arrows	Prior to July 1, annually	All symbols shall be in conformance with the 'Standard Alphabets for Highway Signs and Pavement Markings' available from the Federal Highway Administration (ref. Manual on Uniform Traffic Control Devices). Arrows shall be 12' wide at the base; the wings shall extend 10' from the outside edge of the base at a point 24' up from the bottom of the base; and the arrow portion shall extend 24' from the point where the wings start. A high pressure air hose shall be used to clean the pavement immediately prior to painting. Approved white traffic paint shall be used to paint signs and arrows.
Paint wood picnic tables	Rotating basis. Each table painted once every 3 years	Forest Service Standards and approved materials; surfaces to be painted shall be free of dust, dirt, scale or any other substance which may interfere with the adhesion of the specified coat; this may require sanding and smoothing; Forest Service approved paint at full strength.
Visually inspect and maintain water systems	Monthly	Inspect water system including well head, transmission system, storage tanks, hose bibs and valves Record observations and correct problems as found. Remove debris; replace valves and repair leaks and or damage as needed.
Conduct annual and monthly water quality tests.	Monthly, Annually	Bacteriological monitoring will be conducted as required by county, state and federal laws.