

# Annual Operating Plan And Annual Operating Plan Outline

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 the information which the applicant provides to rate the applicant against the "Proposed Operating Plan" evaluation criteria. The successful applicant's proposal will become a part of his/her Annual Operating Plan. Please contact Recreation Technician, Mark Conn by email or phone at [mwconn@fs.fed.us](mailto:mwconn@fs.fed.us) or (814) 363-6034, if you have any questions.

The holder must also meet the additional standards and requirements specified in this section for the recreation sites listed in this prospectus. Applicants are required to propose how they will meet or exceed the minimum standards described in this chapter, as well as those listed in:

- Appendix 19 National Quality Standards for Recreation Site Management
- Appendix 20 Water Testing Locations and Requirements
- Appendix 21 Vegetation Management Plan
- Appendix 22 Sewer Maintenance Schedule
- Appendix 23 Building Maintenance Standards
- Appendix 24 Campground Maintenance Standards
- Appendix 25 Summary of Report Dates
- Appendix 26 Annual Recreation Facility Inspection Form
- Appendix 27 Recreation Site Amenity Table

Appendix 19 includes a comprehensive list of the National Meaningful Measures Standards which are applicable to concession management of U. S. Forest Service developed recreation sites. At a minimum the holder will be required to meet all Meaningful Measures Standards as listed.

## Annual Operating Plan

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## **1. Operating Season:**

The dates specified in the prospectus under Recreation Site Descriptions are the minimum operating seasons. All sites will be open and operational seven days per week, including holidays, between these dates. Applicants need to state the period of time in which they will plan to operate the sites listed in this prospectus, if different than those shown in 2a. Applicants may also list additional shoulder seasons that they would propose. The holder must keep the Forest Service informed of proposed extensions to the minimum season dates.

## **2. Staffing:**

The holder's proposal should ensure adequate staffing to meet the requirements outlined in this prospectus. 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.

The holder must meet the requirements of state and Federal laws governing employment, wages, worker safety, etc. 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 non-citizens.

### **2a. Supervision/Management**

The holder must designate a representative(s) who will serve as the liaison between the holder and the Forest Service (FS), and have full authority to act on the terms of the special use permit. 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.

### **2b. Personnel**

In addition to the requirements outlined in the Supervision/Management section above, the Forest Service recommends that hosts/site managers be located at Oak Point Campground. A history of operations experience indicates that having personnel stationed at these site is very useful in providing the quality of services required to meet standards due to the complexity of operations which occurs at the Lake Glendale Recreation Area.

The holder is required to include his/her proposed staffing hours, schedules, and personnel locations for operations and maintenance in the application. The holder should include job descriptions and level of authority for all employee positions described.

The Forest Service will regularly review employee performance and, when appropriate, recommend personnel action to the holder.

## **2c. Employee Training**

The proposal must identify any employee training program(s) which the holder will offer to employees.

The Forest Service may attend and/or participate in training sessions.

## **2d. Employee Conduct**

The holder is responsible for the conduct of his/her employees. They are expected to comply with all applicable Federal, state, and local laws, and to conduct themselves in a professional manner at all times. The special use permit does not shield the holder or his/her employees from prosecution if they violate any laws, either while performing their duties or while on their own time. Federal prohibitions include, but are not limited to:

- Engaging in conduct prohibited by the Code of Federal Regulations (36 CFR 261).
- Using, or being under the influence of, intoxicating beverages or narcotic drugs while on duty or representing the permittee;

## **2e. Uniforms and Vehicle Identification**

At a minimum, the holder should provide his/her employees with a professional uniform, which includes a name tag identifying them as concessionaire employees. The holder may not wear any component of the Forest Service uniform (including official Forest Service volunteer uniform components). They will maintain this uniform in a clean and presentable manner while performing duties. While conducting cleanup duties in the campground, the attendant could wear coveralls with the same insignia of the permittee.

At a minimum, holder vehicles should be clean, quiet, and well maintained. A professional quality sign containing the concessionaire's name must be displayed on each side of each vehicle used at concession sites. Due to CFR prohibitions, all-terrain vehicles and motorcycles may not be used at concession sites without prior written approval from the Forest Service. If they are approved for use, they may not be driven off designated roads or trails.

A description of holder uniform components and vehicle identification devices should be included in the proposal and are subject to final approval by the Forest Service.

## **3. Minimum Operations and Maintenance Standards**

The holder is responsible for meeting the following specific operations and maintenance standards and requirements.

### 3a. Customer Service

The holder will need to develop and implement methods and mechanisms for responding to customer's needs in a helpful and professional manner, giving timely and courteous information and assistance, and doing those things necessary to ensure that customers have a safe and enjoyable stay on their National Forest.

The holder shall make Customer Service Comment Cards available to the public. (See Appendix 6 Sample Customer Service Comment Card.)

As part of a continuing effort to better serve the needs of the customer, the Forest Service reserves the right to conduct random use counts and surveys in the areas included in this permit, and to converse with visitors on-site regarding the service they are receiving. Such surveys may be used for ongoing monitoring, as well as part of the holder's Annual Performance Evaluation.

## 4. Pre-season Operations

Before opening a site for the season, the holder will be responsible for meeting the following pre-season inspections and maintenance standards:

### 4a. Safety and Hazard Tree Inspections

A safety inspection, to include hazard tree identification, will be performed on each developed site on an annual basis. This inspection should occur prior to the sites being opened to the public. Each inspection will be documented in writing, in a format acceptable to the Forest Service. **The holder will be responsible for correcting any safety deficiencies, including dropping hazardous trees (up to the limit), prior to opening the site to the public.** Actions proposed to correct deficiencies must be approved by the Forest Service in order to ensure environmental protection and public safety

### 4b. Water Systems

Many of the developed sites included in this offering have potable water systems. The holder is responsible for meeting all applicable health and safety standards. It is the responsibility of the holder to ensure that these water systems are properly shut down during the winter season and then turned back on before opening the sites. The holder should become familiar with the different water systems so he/she can be prepared to service and maintain them to standard. The Forest Service will provide assistance during the initial year, to help the holder become familiar with each water system. If Forest Service assistance is required in subsequent years, the holder may be billed for all government expenses related to these services.

Before water from a seasonal system is served to any employee or the public, the following steps will be performed on the system in order to meet water quality and safety standards:

- Clean the insides of the well and/or storage tank, where applicable
- Thoroughly flush the entire system, to remove any foreign matter

- A chlorine solution that tests in excess of 10 ppm at the most distant hydrant shall be distributed throughout the system and allowed to sit for a minimum of 24 hours, to sanitize the system
- Satisfactory "safe" bacteriological test results must be obtained according to procedures required through a state certified lab
- The requirements of Appendix 20 Water Testing Locations and Requirements must be met

Further information about the potable water systems and state testing requirements may be obtained from the Forest Service and the appropriate state department of health

## 4c. General Facilities Maintenance

In order to ensure environmental protection and public safety, a thorough safety and maintenance inspection of each site and all facilities shall be completed and documented before the sites are opened to the public. These inspections shall be documented in a format acceptable to the Forest Service.

The Forest Service recommends that a thorough cleaning of all facilities should be completed at this time so sites meet standards when they are opened to the public. The Forest Service also suggests that all maintenance needs should be accomplished at this time and/or documented for future attention.

## 5. "Open" Season Operations

Once a site is open for the season, the holder will be responsible for meeting the following operations and maintenance standards:

### 5a. Water Systems

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 State and Forest Service regulations. **If current regulations change and it becomes necessary to perform additional or different tests, the holder shall be responsible for compliance and associated costs.**

Current Forest Service water testing requirements call for bacteriological water samples to be taken monthly. **One** bacteriological sample must also be taken prior to opening to the public. A Nitrate/Nitrite test for each potable water system is also required once per year. In the event of an "Unsafe" sample, the holder is required to complete all required notifications and retesting. (See FS-2700-4h, V.B, in Appendix F, for more information on notification-and-reporting requirements.)

The holder is responsible for all repairs of the water systems which are caused by vandalism, natural events, forces of nature, and events attributed to holder actions or negligence. Valves, water lines, or other system parts which break due to any water being left in the system and subsequently freezing over winter shall be the responsibility of the holder.

When a campground or other facility which typically has a potable water source does not have potable water available, due to system failure, "Unsafe" water samples, or any other reasons, fees charged to the public may not exceed 50% the of normal price. An alternative source of potable water may be provided to remove this fee restriction.

**A water systems operations-and-maintenance log shall be kept for all water systems.** This log shall include, at a minimum, the following information: dates and results of all testing, inspections, cleanings, repairs, or adjustments to pressures; and chlorination amounts. The log will also be available for review at the request of the permit administrator or Authorized Officer.

## **5b. General Maintenance**

Light-maintenance needs may be initiated without Forest Service approval. The Forest Service recommends that light maintenance needs be documented. Major maintenance or improvement projects may be applicable to Granger-Thye Fee Offset provisions. However, they *must* be documented and submitted to the Forest Service for approval, prior to implementing.

## **5c. Interference with Normal Use of Recreation Sites**

The holder shall make every reasonable and prudent effort to avoid interfering with the normal use and occupancy of recreation areas while engaged in the performance of permit responsibilities. This requirement will help to ensure meeting responsiveness standards.

If a facility is being used at the time the holder has scheduled site cleaning or maintenance, the holder is expected to request permission to work in the site at that time, or ask when it will be convenient to do so. The holder and his/her employees should project a "Good Host" image, especially when inconvenienced by the customer.

## **5d. Standards for Site Facility Cleaning and Maintenance**

The holder shall be responsible for meeting the standards listed below when cleaning and maintaining facilities.

### **5d1. All Facilities**

- Graffiti is removed within 24 hours of discovery or notification
- Facilities are clean and well maintained
- Numbers of visitors and vehicles are kept at or below 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
- Electrical systems meet applicable state and local regulations

- Facilities, when signed as accessible, meet guidelines in **Universal Access to Outdoor Recreation: A Design Guide**
- All facilities, including parking and use areas, meet Forest Service design standards and guidelines in Universal Access to Outdoor Recreation: A Design Guide, per the transition plan
- 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

## 5d2. Toilets

- To keep humans from unhealthy exposures to human waste, the waste is removed immediately upon discovery or notification
- When a toilet vault becomes  $\frac{3}{4}$  full, complete pumping is required. In the final year of the permit, toilet vaults that are more than 50% full shall be completely pumped
- Paint 20% of toilet interiors per year
- 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
- The outside step and exterior of buildings will be kept free of dirt and debris
- Walkways and trails shall be kept free of obstructions or excess vegetation
- Any fly strips, deodorants, disinfectants, and signs will be supplied by the permittee and approved by the Forest Service in order to ensure environmental protection and public safety
- All sewage will be removed from the site and taken to an approved landfill, lagoon or treatment plant. Any sub-contractor must comply with USFS specifications
- At the beginning and end of the season, the toilets at each of the campgrounds will be reviewed with the USFS Permit Administrators. The purpose of these reviews is to determine the status of the toilets and determine which toilets need to be pumped at the beginning and end of the season, and identify who is responsible for payment, etc.
- Flush bathrooms septic tanks will be pumped on a five-year schedule, or as mutually agreed with the USFS. Copies of all paid sewage bills for pumping flush toilet septic fields will be sent to the designated USFS staff person
- Coordinate with District Permit Administrators as to which interiors of toilets will be painted

## 5d3. 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 shall be level

## 5d4. Fire Rings and Grills

- Fire rings are free of litter
- 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 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
- Fire rings shall be level
- 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

## 5d5. Grounds

- Developed sites are free of litter and domestic animal waste
- If the "Pack In - Pack Out" program is used, the message is prominently displayed and any accumulations of trash are removed within 24 hours of discovery or notification
- Effects from recreation use that conflict with environmental laws are analyzed and mitigated as needed
- Offered recreation opportunities, site development, and management are consistent with ROS objectives and forest management plan development scale
- Landscape character at the developed site is managed consistent with the forest scenic integrity objectives
- 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 the items listed, unless otherwise agreed to, in writing, by the permit administrator

## 5d6. Roads and Trails

- Effects from recreation use that conflict with environmental laws are analyzed and mitigated as needed
- Ditches and culverts shall be cleaned and maintained to allow proper drainage

## 5d7. Barriers

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

## 5d8. 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 G/T off-set)
- In order to ensure environmental protection and public safety, each hydrant should be posted with a sign that says "No washing dishes, bathing, washing hair or hands, or cleaning fish", or a similar message

## 5d9. Trash Receptacles

- Garbage does not exceed the capacity of the garbage containers
- Manage garbage in certain areas where dumpster service is not available or practicably managed by utilizing 35-55 gallon "bear resistant" receptacles with plastic liners and removed to refuse sites. (It may become necessary to temporarily close campgrounds if wildlife/human conflicts occur.)
- 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
- The type, size, number, and locations of garbage containers proposed should be included in the application

## 5d10. Site Markers

- Site markers shall be well maintained, neatly arranged, and meet Forest Service signage standards

## 5d11. 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, and fee stations are well maintained, neatly arranged, and meet Forest Service signage standards
- 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 is
- Rules of use must be posted to include at a minimum:
  - Dogs not on leash
  - Exceeding stay limit
  - Parking or camping in non-designated sites
  - Failure to pay fees

- Excessive noise
- Improper disposal of wastewater and sewage
- Improper use of all-terrain vehicles
- Overnight camping in parking areas
- Discharging firearms in recreation areas
- Excessive speeds in campgrounds
- Vandalism (with emphasis on chopping on trees and toilets)
- Improper use of hydrants, e.g. cleaning fish, etc.
- Illegal campfires
- Fireworks

## 5d12. Fee Notification

If visitors are present in the campground on the day that fees go into effect, they will be notified, either in person or by leaving a conspicuous note, that a fee will be required the following day.

## 6. Post-Season Operations

When closing a site for the season, the holder will be responsible for meeting the following post-season inspections and operations and maintenance standards:

- As services are reduced or campgrounds are closed, visitors should be contacted a day or two prior to the change in service level to let them know about the expected changes. Entrance stations should also have signs posted indicating the change in services. These requirements will help to ensure that the holder meets Meaningful Measures Responsiveness standard.
- In addition, the following steps should be taken at all sites

### 6a. Water Systems

Shut down water systems prior to freezing temperatures, according to the procedures required for each individual system. These procedures include:

- Draining all pumps, holding tanks, water lines, hydrants, faucets, etc. It is recommended to drain valves and lines by pressurizing them with an air compressor
- Securing hand pumps so water is not available to the public during the time that it is not being tested.
- Those outlined in Appendix 20 Water Testing Locations and Requirements.

### 6b. Utilities

- The Forest Service recommends that the holder arrange for utility services to be shut down and final meter readings made. Official final meter readings are required during the final season of operation under the term of the permit

- The holder will maintain the electricity at all pump houses that have control panels to 40 degrees F. This will prevent the condensation from rusting the electric systems. The holder will keep the restrooms at Oak Point Campground heated over the winter to prevent mold and mildew growth

## **6c. Year-End Reports and Inspections**

- Turn in year-end reports required by the Forest Service.
- The Forest Service recommends that an annual final inspection of the campground be completed with the Forest Service, and future maintenance needs be documented

## **6d. End of season inspection**

A joint end of season inspection is required during the second to last, and last year of a permit term. These inspections will verify the condition of facilities and help to determine what additional maintenance needs may be required of the holder in order to fulfill the terms of the permit prior to expiration.

# **7. Site Hazards (Including Hazard Trees)**

## **7a. Annual site safety inspection**

An annual site safety inspection is required. Documented high risk conditions are to be noted and corrected prior to opening the following season. During the last year of the permit, the holder will be required to remove the hazards.

## **7b. High risk sites – closed season**

High risk site conditions that develop during the closed season are mitigated or the site will not be opened the following year.

Both of these are critical standards. The safety inspection shall be documented in a format acceptable to the Forest Service. The holder should take all measures necessary to protect the health and safety of all persons affected by the concession activity. More specifically, holder is solely responsible for identifying, correcting, and reporting all safety hazards to the authorized officer. The Forest Service has no duty under the terms of the permit to inspect the permit area or operations of the holder for hazardous conditions or compliance with health and safety standards.

To meet safety and security standards, as safety hazards are identified, the holder should take the following steps:

- Inform those who are in immediate danger
- Take necessary actions to protect the public, at least temporarily
- Immediately report the hazard to the Forest Service, even if there is no immediate danger to the public

- Immediately report the hazard to any other employees who might be affected
- If possible, remove the hazard and document the removal

The holder will immediately close the affected sites and immediately notify the authorized officer and/or his permit administrator of any hazards in the area that the holder is not able to remedy.

### **7c. Removal of hazardous objects**

Trees shall be kept free of nails, rope, wire, unsafe branches, and other hazards that might endanger users or damage the trees. Rocks, logs, sticks, or other similar natural or man-made objects that create a safety hazard or an unsightly condition should be removed from the permit area daily.

### **7d. Identification and removal of hazardous trees**

The holder is responsible for identifying and removing all hazard trees, subject to Forest Service review. All sites and facilities within 200 feet or two tree lengths (whichever is less) of a standing hazardous tree shall be closed until the condition is corrected. Disposal methods and locations should be described in the Annual Operating Plan.

### **7e. Forest Service approval for cutting or pruning vegetation**

Forest Service approval is required prior to cutting or pruning of any trees. If desired, the Forest Service may perform the required cutting/removal work under a collection agreement with the holder.

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.

Limits to the Holder's hazard tree responsibility have been established in the prospectus. Hazard tree removal in excess of that limit may necessitate site closure until the work can be accomplished. Recent storms have caused considerable tree damage across the Forest and many campgrounds included in this prospectus were affected.

### **7f. Stumps, slash and logs**

All stumps from hazard tree removal shall be flush cut to ground level in order to reduce tripping hazards. Slash and logs shall be bucked to a maximum 18" length and stacked for camper use, removed from the site, or scattered to a maximum height of 18".

### **7g. Disposal of slash and bucked logs**

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. This requirement is necessary in order to meet Setting standards and to reduce wild fire hazard.

## **8. Signs and Posters**

### **8a. Entrance board signing**

The holder is required to have a sign posted on the entrance board of all sites, stating that the site is under permit from the U.S. Forest Service and including the name of the concessionaire and how to contact them.

### **8b. Title VI compliance**

The holder is required to post signage with approved wording which indicates compliance with Title VI regulations. The *And Justice for All* poster would serve this requirement.

Entrance boards shall include the Unicorn P23-43 "Welcome To Your National Forests..." poster, or an approved equivalent, in order to inform the public of 36 CFR 261 prohibitions.

### **8c. Signing requirements**

All signs must be maintained in a good condition (neat, clean, not faded or torn). Homemade signs or posters are not allowed.

These signing requirements help to ensure meeting Setting, Responsiveness and Safety and Security standards.

### **8d. Signs and advertising**

Additional signs or other advertising posted on National Forest System lands should be reviewed by the authorized officer as to location, design, size, color, and content.

All signs must be supplied by the holder. The Forest Service will furnish information on companies where these signs may be purchased, as needed. If the holder wishes to use "P Code" signs from Unicorn, a collection agreement may be entered into with the Forest Service for the purchase of these signs, if the holder is not able to purchase them on his/her own.

## **9. Advertising**

### **9a. Accurate representation**

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 Shawnee National Forest shall be made readily apparent in all advertising and signing.

### **9b. Equal opportunity provider**

All forms of advertising must contain the following words: "X Company is an equal opportunity provider."

## **10. Fire Prevention**

### **10a. Fire Prevention Plan**

The holder must include a fire prevention plan in the Operating 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
- Prevention/suppression
- Do not allow the building, attending, maintaining or using a fire outside of a commercially available stove or grill owned by the public. Require campers to extinguish fires
- Trash may not be burned without District Ranger Approval
- Fire prevention/suppression tools and equipment that will be on-site

Propose a fire plan that provides at one host site per campground a fire tool cache box. The box will be of sound construction and able to keep contents dry. The top will be hinged with a hasp in a manner that the box can be secured. The box shall be painted “red” and marked “FOR FIRE USE ONLY” in white letters at least 4” high on the lid and front side. All tools shall be serviceable and in good working condition.

Tools shall include:

- 2 - #2 shovels (long handle)
- 1 - Pulaski
- 2 - 5 gallon buckets
- 1 - 1A-10BC fire extinguisher (5 pound)

In addition, each vehicle provided will carry the following:

- 1 - Pulaski
- 1 - #2 shovel (long handle)
- 1 - 1A-10BC fire extinguisher (5 pound)

For security purposes the USFS will inspect the cache and certify its contents and secure the lid with a non-reusable fastener. The fastener can be broken with a stick or other object. If the seal is broken, the USFS will be notified within 24 hours of discovery so that the box can be re-certified and sealed.

Applicants should also include this plan in their application.

## **11. Road and Trail Maintenance**

### **11a. Vehicle and Pedestrian Access**

At a minimum, 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; and filling chuck holes with asphaltic materials on paved surfaces.

Culverts should be cleaned at the beginning of each season, and following large storm events.

### **11b. Road Maintenance Schedule**

Applicants should propose a road maintenance schedule to accomplish these needs.

## **12. Emergency Response**

### **12a. Emergency Response Preparation**

To meet required standards, the holder should be prepared to respond to any emergencies (medical, law enforcement, facility breakdown, fire, flood, etc.) that might occur in and around the facilities covered under the permit.

Applicants should describe how they will be prepared to respond to such emergency situations.

## **13. Law Enforcement**

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 2342.1 Exhibit 1, Law Enforcement at concession Campgrounds).

### **13a. Law Enforcement**

Applicants should address how they will fulfill the concessionaire's responsibility for law enforcement, including rules of use to be imposed at the recreation sites.

To meet Safety and Security standards, the holder will be expected to inform visitors of the rules and regulations applicable to use and occupancy of the recreation sites under permit. Information regarding the Forest Service "Good Host" and "Customer Service" programs will be given to the holder at the beginning of each operating season. If a visitor does not comply with the rules and regulations, the holder should gather as much information as possible on the violator without jeopardizing his/her own safety, and immediately (under 24 hours) contact the nearest appropriate law enforcement authority. The holder will be responsible for posting of Recreation Regulations and Rules in these areas, at the direction of the Forest Service.

The holder shall be responsible for reporting acts of vandalism or destruction of Government or personal property to the appropriate Ranger District representative, after notifying the appropriate county sheriff's department. The report shall be made to the authorized Forest Service official within 24 hours that such acts are discovered.

The holder will be responsible for ensuring that vehicle parking is not causing resource damage or inconvenience to other visitors. Vehicle parking will be restricted such that vehicles do not block through traffic, and do not damage vegetation.

## **14. 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, and emergency response agencies. This requirement will help to fulfill the Safety and Security standard which states, "Concessionaires have dependable communications".

### **14a. Communications**

Applicants should describe how they will ensure complete, timely, and accurate communication between all affected interests. Applicants should also describe who will be the holder's on-site representative(s) and how that person will communicate with the Forest Service.

The use of radio frequencies and equipment owned by the Forest Service will not be authorized.

## **15. Bear, Cougar, and Other Predators**

Describe methods of mitigating nuisance animal control, i.e. bear-proof trashcans, etc.

## **16. Diseases (Hantavirus and Plague)**

None

## **17. Rodent Control**

### **17a. Rodent Control**

Applicants should describe how they will control rodents in the permit area.

## **18. Herbicides, Pesticides, and Noxious Weeds**

To ensure environmental protection and public safety, herbicides and pesticides may not be used to control undesirable vegetation, aquatic plants, insects, rodents, trash fish, and other pests and weeds, 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).

The holder has the affirmative duty to prevent the infestation and/or spread of noxious weeds in the permit area. This duty includes demonstrating the ability to identify common noxious weeds in the area; performing timely treatment by mechanical or approved chemical means; and performing timely and successful revegetation of disturbed areas where noxious weed development can be expected. A collection agreement may be entered into with the Forest Service for certain noxious weed treatments, if agreeable with all parties.

## **18a. Noxious Weeds**

Applicants should describe how they will manage noxious weeds and/or other nuisance vegetation or pests in the permit area.

## **19. Boating Safety**

### **19a. Boating Safety**

Applicants should describe how they will manage boating safety in the permit area.

## **20. Vandalism**

The holder should take reasonable measures to prevent and discourage vandalism and disorderly conduct. When necessary, he/she should contact the appropriate law enforcement office. The holder is responsible for repairing all vandalism that occurs during the permit tenure.

### **20a. Minimizing Vandalism**

All applicants should describe what measures they will take to minimize vandalism in their permit area.

## **21. Use of Fee Sites by Non-fee Guests**

Use of toilets, picnic tables, and/or potable water facilities in campgrounds by nonpaying customers will not be allowed at no charge.

### **21a. Managing Non-paying Customers**

Applicants should describe how they will manage nonpaying customers in the developed sites.

## **22. Other Required Services**

### **22a. Managing Year-round Recreation Sites**

Permitted recreation sites open year-round may require holder to plow snow from access roads to insure safe public access. Holder will be required to plow up to 12 inches of snow from designated access routes. Holder shall specify what measures they will take to minimize impacts to road surface.

## **23. Other Optional Programs**

### **23a . Interpretive Programs**

Interpretive services can help to meet several standards. They may enhance visitor experience, increase visitor understanding of their National Forests, aid in fire prevention, and deter damage to facilities and resources. Interpreters educate, entertain, exhibit, inform, and otherwise communicate important natural resource messages to visitors. Presentations may address natural and cultural resources, fisheries and wildlife, fire management, water resources, or other topics relative to the National Forest. Interpretive services can take the form of campfire programs, guided walks, brochures, children's activities, displays, or other similar items.

Interpretive programs shall meet participant accessibility requirements.

The holder may charge for interpretive services. The holder may subcontract the provision of interpretive services with other organizations such as museums, historic societies, or the Eastern National Forests Interpretive Association. Program content and subcontractors shall be approved by the Forest Service.

Under limited circumstances, the holder may enter into a collection agreement with the Forest Service to provide interpretive services at the concession sites. The holder may not, however, enter into a collection agreement whereby the Forest Service provides routine, ongoing interpretive programs.

The Forest Service 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.

#### **23a1. Interpretive Services Plan**

Applicants should submit an interpretive services plan to describe any proposed services. The plan should describe the following:

- The location, type, and frequency of interpretive services
- A synopsis of program contents
- A description of program presenters, and their qualifications

## **23b. Recycling**

Recycling of all materials is encouraged. It may be required that certain materials must be recycled. A recycling program will help to meet the intent of Health and Cleanliness, Setting, and Responsiveness standards.

### **23b1. Recycling**

- Applicants should include a description of proposed recycling services
- The holder should provide and cover all costs for any recycling programs.
- Holder-supplied recycling receptacles will be subject to approval by the Forest Service. The holder will be responsible for emptying recycled materials from the receptacles and removing them from the campground to an appropriate recycling facility. Any proceeds from the sale of recycled materials may be retained by the holder

## **24. Additional revenue-producing sales, services, and/or fees**

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

- Sale of firewood
- Sale of fee demo passports
- Sale of informational and interpretive materials (i.e., books)
- Fee for use of dump station
- Recycling services