

Sample Annual Operating Plan

And Required Annual Operating Plan Outline

South Park Ranger District

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 for the South Park Ranger District. The Forest Service will use applicant provided information to rate the proposal against the “Proposed Annual Operating Plan” provision evaluation criteria. **The successful applicant's proposal will become a part of his/her Annual Operating Plan.**

Contact Jeff Hyatt, Recreation Staff, South Park Ranger District, by e-mail or phone at jhyatt@fs.fed.us or (719) 836-2031 with questions.

In addition to requirements in the prospectus, the holder must meet the standards and requirements specified in this appendix for the recreation sites listed in the prospectus. Applicants are required to propose how they will meet or exceed the minimum standards described in the prospectus and this Appendix as well as those listed in Appendix 23 National Quality Standards.

Annual Operating Plan

Table of Contents

1. Operating Season
2. Staffing
 - 2a. Supervision/Management
 - 2b. Personnel
 - 2c. Employee Training
 - 2d. Employee Conduct
 - 2e. Uniforms and Vehicle Identification
3. Customer Service
4. Operations
 - 4a. Pre-Season Operations
 - 4a 1. Safety and Hazard Tree Inspection
 - 4a 2. Water Systems
 - 4a 3. General Facilities Maintenance
 - 4b. Water Systems
 - 4c. Interference with Normal Use of Recreation Sites
 - 4d. Standards for Site Facility Cleaning and Maintenance
 - 4d1. All Facilities
 - 4d 2. Toilets
 - 4d 3. Tables
 - 4d 4. Fire Rings and Grills
 - 4d 5. Grounds
 - 4d 6. Roads and Trails
 - 4d 7. Barriers (parking, road, etc.)
 - 4d 8. Water Hydrants
 - 4d 9. Trash Receptacles
 - 4d10. Signs, Bulletin Boards, Site Markers, and Fee Stations
 - 4d11. Buildings
 - 4d12. Utilities
 - 4e. Post-Season Operations
 - 4e 1. Water Systems
 - 4e 2. Utilities
 - 4e 3. Year-end Reports and Inspections
5. Safety
 - 5a. Safety Inspections
 - 5b. High Risk Conditions
 - 5c. Removal of Hazardous Objects
 - 5d. Identification and Removal of Hazardous Trees
 - 5e. Safety Training for Employees
 - 5f. Predators, Rodents & Insects
 - 5g. Confined Spaces Procedures
6. Holder Advertising
7. Fire Prevention

8. Law Enforcement and Security
9. Communication Systems
10. Incident Reporting
11. Herbicides and Pesticides
12. Interpretive Services
13. Recycling
14. Additional Revenue-Producing Sales, Services, and/or Fees

1. Operating Season

The minimum season is listed in the Tables as described in the prospectus in section I.C. Description of Developed Recreation Sites and Facilities. All sites will be open and operational seven days per week, including Holidays, between those dates.

Additional times of operation, with both full and partial service, may be offered as part of your proposal and applicants proposing to operate beyond the minimum seasons will receive a higher rating during the application evaluation.

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. Proposals should ensure adequate staffing to meet the requirements outlined in this appendix and the prospectus.

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 legal aliens.

2a. Supervision/Management

The holder must designate 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. 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.

In the proposal, provide a statement of the position title and area(s) of responsibility for all supervisory and management personnel.

2b. Personnel

In addition to the requirements outlined in the Supervision/Management section above, the Forest Service (FS) recommends that hosts/site managers be located at sites listed in Appendix 22 and in the tables in section I C. of the prospectus. A history of operations experience indicates that having personnel stationed at these sites is very useful in providing the quality of services required to meet standards due to the complexity of operations which occurs at these sites.

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

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 responsibilities including work schedules, full or part time employment, proposed staffing hours, personnel locations, etc.

2c. Employee Training

Describe training to be provided to each position listed on your organization chart; include a description of training to be provided to mid-season hires.

2d. Employee Conduct

The holder is responsible for the conduct of his/her employees. The holder and their employees 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 permit holder.
- Must display a good host attitude at all times.

Provide a copy of 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 company name and logo. The official Forest Service uniform, Forest Service volunteer uniform, and components may not be used.

Uniforms must be maintained in a clean and presentable manner while performing duties.

Describe in detail the 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. According to CFR prohibitions, All-terrain Vehicles (ATV) and motorcycles may not be used at concession sites without prior written approval from the Forest Service. If these vehicles are approved for use, they may not be driven off designated roads or trails, and will only be driven for work related duties.

Describe in detail all vehicles used. Include golf carts, maintenance vehicles, trailers or any other transportation devices intended to be used in this proposal.

3. Customer Service

The Mission of the FS is "Caring for the Land and Serving People." The holder operates on National Forest System land on behalf of the FS and will assist in achieving this Mission. Visitors to National Forest campgrounds usually come with expectations for receiving an opportunity to have quality experiences and memories. The expectations of each visitor can vary significantly. The holder will develop and implement methods and mechanisms for responding to customer's needs and to meet or exceed customer's expectations.

Holder employees will respond to customer and the visiting public questions, concerns and comments in a helpful and professional manner in order to contribute towards a safe and enjoyable experience on the National Forest. Courteous and timely information and assistance will be provided to customers as an essential part for good customer service.

Campground visitors should feel welcome. Customers' will have a realistic and efficient means for gathering accurate information, becoming aware of regulations or simply having questions answered.

The holder is responsible for satisfactorily resolving most visitor issues.

Customers' should be provided a range of opportunities or products commensurate with the services being provided and the fees being charged. Customer's beliefs in receiving value for money spent are important and reductions in prices when water, trash or other services are reduced are considered a part of providing good customer service.

Customers' will receive a minimum of 96 hours advance notification of increases in fees (i.e. when a site fee goes up during early season after a water system is turned on), reductions in service levels (i.e. when water systems will be shut down or trash service will be reduced) and changes in open/closed status of sites unless an unforeseen emergency situation requires shorter notice.

The holder will have a clear and consistent refund policy and procedure. A valid refund generally results from evidence of circumstances beyond the control of the person paying the fee.

Describe the notification process to be used when informing customers of changes in fees or service level.

Describe the refund policy and what procedures a customer would be required to follow if requesting a refund.

A customer service comment card system must be provided. Use of the customer service comment card contained in Appendix 6 may be proposed or an applicant may propose some other format for soliciting and accepting customer service comments.

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 South Park Ranger District permit area.

4a. Pre-Season Operations

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

4a 1. 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 joint Forest Service and permit holder inspection shall 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 cutting hazard trees 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.

4a 2. Water Systems

Many of the developed sites included in this offering have a potable water system. Operation of the water system is the responsibility of the permit holder. This includes start-up, normal operations, testing, and systems shut-down in the fall. Damage to the water systems due to negligence on the part of the operator will be the holder's responsibility. The holder shall become familiar with the different water systems so they 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.

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

- Inspect and clean the outside of hydrants and pump casings.
- Thoroughly flush the entire system to remove any foreign matter.
- Complete all current required Federal, state, and local drinking water testing procedures for opening the water system.
- Obtain required satisfactory "safe" water test results required by current Federal, state, and local drinking water regulations.
- Copies of all testing results will be provided to the Forest Service.

4a 3. 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 requires 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 requires that all maintenance needs should be accomplished at this time or documented for future attention.

4b. Water Systems

It is the holder's responsibility to operate and maintain all water systems in compliance with current applicable Federal, state, Forest Service regulations, and local laws and regulations for the operation and maintenance of a public drinking water system. These water testing requirements and standards include but are not limited to: State of Colorado Primary Drinking Water Regulations 5CCR 1003-1; and Monitoring and Operational Guidance Handbook for Colorado Public Water Systems Utilizing Hand Pumped Wells Which Do Not Provide Continuous Disinfection (see Appendix 20). 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 Appendix 20 of the prospectus)

The required water testing includes such tests as: monthly bacteriological tests, annual nitrate/nitrite tests, Microscopic Particulate Analysis (MPA) tests, and other regular tests. The holder is responsible for MPA testing for each water system on a rotation frequency of every three years. A schedule rotation frequency of the necessary MPA tests will be identified in the annual operating plan. *For a sample schedule of MPA testing refer to Appendix 20 of the prospectus.*

Water systems that the State of Colorado may classify as Non-public water systems shall be operated as if they were public systems and comply with all public system regulations with the exception of the requirement for reporting to the state.

Exception to the testing requirements stated above includes:

- The costs associated with conducting Sanitary Surveys are considered a landlord responsibility and will be the responsibility of the Forest Service. These type of except tests may qualify and may be approved by the authorized officer as Granger/Thye (G/T) offset expenditures if stipulated and approved on the annual G/T agreement.

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

When a campground which typically has a potable water source does not have potable water available due to system failure, an “unsafe” water sample test results, or any other circumstance determined to be to the result of holder **negligence, the nightly camping fees charged to the public may not exceed 50 percent of the normal advertised price. With written authorization from the Forest Service, an alternative source of potable water may be provided to remove this fee restriction, provide that it meets all required potable water standards.**

Above ground hose lays from public use hydrants for supply to host sites are not acceptable. The public will not be allowed to attach hoses to any potable water source.

A water systems Operations and Maintenance log shall be kept for all water systems by the permit holder. At a minimum, this log shall include: 1) dates and results of all testing, inspections, cleaning, repairs, or adjustments that are made to pump housings, and 2) chlorination amounts. The log will also be available for review at the request of the Forest Service permit administrator or the Authorized Officer.

The permit holder is required to have or designate a water systems operator that must have a Class C operator’s license from the State of Colorado to conduct the testing of water systems. A copy of the operator’s license will be included with the annual operating plan.

The permit holder shall provide to the Forest Service all current information about the Operator in Responsible Charge (ORC), including copies of licensing. If ORC duties are provided by contracted services, the permit holder shall provide copies of the agreements or contracts to the Forest Service. A direct line of communication is required between the Forest Service and the ORC for each water system. The Forest Service remains the primary point of contact with the State as the owner of the system. Any direct communication between the ORC and the State must include copies to the Forest Service.

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

4c. Interference with Normal Use of Recreation Sites

Operation, maintenance, and cleaning of grounds and facilities should not normally interfere with the recreational use of the areas by the visiting public. Adhering to this requirement will help the holder meet responsiveness standards.

Describe measures to limit inconvenience and disruption of use by the public.

4d. Standards for Site Facility Cleaning and Maintenance

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

Light maintenance needs may be initiated without Forest Service approval. The Forest Service recommends that light maintenance needs be documented. An example of light maintenance is painting and maintaining tables and buildings to Forest Service standards. 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 implementation.

Describe how the following eleven items (4d 1. – 4d 12.) will be identified and accomplished.

Applications should include detailed information regarding how the applicant intends to keep records and in what format(s) the records will be maintained for maintaining each of the items identified.

4d 1. All Facilities

- Facilities are maintained free of graffiti. Standard - For tracking and law enforcement purposes, graffiti shall be reported within 24 hours and any instances of re-occurring graffiti must be photographed and recorded prior to removal.
- 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 and appropriate lock-out/tag-out procedures must be utilized when work is being performed on utilities.
- The holder must comply with Colorado “Call Before You Dig” laws when digging in any new location for items such as new sign or post installation.
- The holder is responsible to ensure employees are aware of, and practice, OSHA standards for health & safety and that appropriate personal protective equipment is available for use.
- 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.
- The holder must report any significant problems that occur during the operating season to the designated Forest Service representative as soon as practical, but no longer than 48 hours from the time a holder employee became aware of it. Examples would include, but are not limited to power outages lasting more than a few minutes, flooding of any facility or site, broken water lines that are not immediately repaired, pumps or motors that fail, backed up sewer systems, etc.
- When any facility is repaired or replaced through holder maintenance or fee offset all the materials being replaced shall be properly disposed of off of NFS lands.

Additional site specific maintenance requirements are included in the individual site descriptions located in Appendix 21 of the prospectus.

4d 2. Toilets

- To keep humans from unhealthy exposures to human waste, human waste is removed immediately upon discovery or notification.
- Toilets are clean and free of objectionable odor. Floors will be free of dirt and standing water. Cobwebs, dead insects, bits of paper or other debris will not accumulate on floors, walls or ceilings. A record of times, dates and by whom cleanings were completed should be maintained.
- Restrooms are functional and in good repair. Toilet interiors should have the appearance of being freshly painted. Approximately 20% of toilet interiors should be scheduled for repainting every year.
- Accessible pathways access and egress are maintained for full access.
- Walkways and trails shall be kept free of obstructions or excess vegetation.
- All sewage treatment systems must meet state and federal standards.
- Holding tanks at host sites will be monitored and pumped when tank becomes no more than three-fourths full.
- When vault toilets become three-fourths full, complete pumping is required. In the final year of the permit, any toilet vault with a waste level of more than 50 percent full shall be pumped; and all holding tank systems will be pumped. Vaults should be visually inspected at the time of pumping and any abnormal observations such as dry waste, cracked vault concrete, excessive trash, etc. will be documented in the written maintenance record. All pumping of vault waste will be included in the written maintenance record; including dates, volume pumped-by individual vault, who inspected the vault and any abnormal observations.
- Trash and foreign objects including, but not limited to: cans, bottles, diapers, rocks, etc. are regularly removed for toilet vaults.
- Toilet vaults and chase rooms must be locked at all times to prevent unauthorized or accidental access by the public.
- Gray water or black water line, above-ground hose lays from host sites or public RVs to toilets are not acceptable.
- All toilets in a campground must remain fully operable during the peak season. Any reduction in the number of operable toilets during the shoulder seasons must be approved in the annual operating plan.

4d 3. Tables

- All table surfaces, including undersides of tops and benches, will be kept clean from spill stains and unsafe conditions.
- Table surface treatments (painted, plasti-seal, powder coats, etc) shall be maintained by the holder. Most tables require repainting or surface touch-up on a three (3) year schedule in order to meet this standard.
- Excessive grass or vegetation shall be trimmed from around the table area.
- There should be adequate ground cover vegetation, gravel, or other approved material around tables to reduce mud and erosion around tables.

- Any table with damaged bases, benches, tops or other components will be repaired and/or documented for repair or replacement.

4d 4. Fire Rings and Grills

- Fire rings and grills shall be inspected and free of litter, excessive ashes, and unburned material before use 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 on 7” or 9” rings and 10” on 18” or higher rings.
- 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 any trash receptacles while they are hot.
- Grass and over hanging brush or other combustible materials must be kept trimmed to a minimum of 4 feet around all fire rings, grills, or other fire devices.
- 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.

4d 5. Grounds

- Developed sites shall be free of litter and domestic animal waste.
- 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. Care must be taken to prevent damage to tree bark or other desirable vegetation when trimming grass.
- The holder is responsible to mitigate noxious weed issues and actively prevent new infestations or increase in existing infestations.
- Negative effects from recreation use that may conflict with environmental laws are mitigated as needed.
- Loss of vegetation and erosion caused by recreation use is prevented and/or corrected in accordance with vegetation management plans.
- The holder actively corrects or prevents loss of vegetation and erosion caused by recreation use.
- Existing campground and picnic ground perimeter fences will be maintained in good repair and acceptable working condition. Timely maintenance and repairs will be completed to Forest Service standards.
- If the pack-it-in and pack-it-out program is used, the message is prominently displayed and any accumulations of trash will be 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.

- Offered recreation opportunities, site development, and management are consistent with Recreation Opportunity Spectrum.
- Landscape character at the developed site is managed consistent with the Forest's Scenic Integrity Objectives.

4d 6. Roads and Trails

The holder is responsible for maintaining vehicular and pedestrian access in a safe and passable condition to Forest Service standards. This responsibility includes, but is not limited to:

- Mowing road shoulders, along edges of foot trails and around parking barriers for visibility.
- 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.
- Trimming branches or other vegetation to maintain sight distances at intersections and in front of signage. Branches along roadways will be trimmed back to avoid scratching of trailers and vehicles utilizing the roads.
- Filling chuck holes with asphalt materials on paved surfaces; maintenance of foot trail surfacing; maintenance of stairway treads or railing.
- Erosion control through cleaning culverts and barrow ditches, grading, or use of check dams, to allow proper drainage. Grading that is considered as a holder responsibility would include the annual light grading intended to retain ditch flow, pull surface materials back onto the roadway and knock down wash boarding. Heavy grading would be considered a Forest Service responsibility and may be considered as fee offset work if agreed to in the annual offset plan.
- Appropriate treatment and maintenance of roads within or adjacent to developed sites to control dust.

4d 7. Barriers (parking, road, etc.)

- Excess vegetation around barriers shall be trimmed to keep the barrier visible.
- Wooden barriers in contact with the ground should be raised to prevent premature rot or infestation by ants or other insects.
- Barriers surface treatments (painted, stained, etc) shall be maintained in good condition by the holder. Most barriers require repainting or surface touch-up on a three (3) year schedule in order to meet this standard.

4d 8. Water Hydrants

- Water hydrants shall meet state and Federal standards. See requirements in Appendix 20 of the prospectus.
- 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 and customers are

prevented from utilizing hydrants in such a manner. Adhering to this requirement will help the holder meet environmental and public safety standards.

- Maintain functional gravel sumps. Replace the gravel sump when “sour” smelling, filled with dirt, or when excess water does not properly drain.
- All hydrants in a CG must remain fully operable during the peak season. Any reduction in the number of operable hydrants during the shoulder seasons must be approved in the annual operating plan.

4d 9. Trash Receptacles

- Garbage does not exceed the capacity of the garbage containers.
- Garbage containers are animal resistant. (It may become necessary to temporarily close campgrounds if wildlife/human conflicts occur.)
- Trash receptacle locations are kept 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.
- All trash receptacles shall be secured appropriately so they will not be a safety hazard.
- All animal-proof trash receptacles must be maintained in a functional working condition as designed; and broken or malfunctioning latches, chains or other appurtenant features must be repaired or replaced by the holder in a timely manner.
- At sites where trash disposal contractors are required to supply trash receptacles, they must meet local construction standards for being animal resistant.
- Trash receptacles designed as accessible will be maintained in operable condition as accessible.
- Manage garbage in areas where dumpster service is not available or practicably managed, metal 33-55 gallon receptacles with plastic liners (trash bags) will be used. These receptacles are also required to be animal-proof design.
- The holder is responsible for repair of prematurely damaged dumpsters and trash containers that is caused by accident or abuse.
- When storing dumpsters and trash cans for the winter, they should be tipped upside down, or otherwise protected to prevent snow-melt and water from accumulating inside and causing premature rusting.
- All trash receptacles in a CG must remain fully operable during the peak season. Any reduction in the number of available receptacles during the shoulder seasons must be approved in the annual operating plan.
- If a “Pack-It-In and 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.
- All wheels and roller bearings on dumpsters shall be greased a minimum of once annually to prevent water and rust build up. It is recommended that two, three or four foot long 4” x 4”s or the equivalent, be placed on the ground under them for stabilization and keep them off native soils that can promote rusting.
- The type, size, number, location, and service schedule of garbage containers proposed should be included in the application.

4d 10. Signs, Bulletin Boards, Site Markers and Fee Stations

- All signs must be maintained in a good condition (neat, clean, not faded or torn).
- Homemade or hand drawn signs or posters do not meet standards and shall not be used except in emergency situations. Additional signs should be reviewed by the authorized officer as to location, design, size, color, and content.
- Information boards should 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.
- Replacement of manufactured poster board informational signs is the responsibility of the holder and replacement must occur once there is evidence of fading or a “dog-eared” appearance.
- Site markers shall be well maintained, neatly arranged, and meet Forest Service signage standards. The holder is responsible for replacement of flexible wand type site markers when broken by careless drivers or straightening and resetting them when knocked over or bent.
- The holder is responsible for keeping interior routed and painted signs refurbished and touched up with paint and in the condition in which the sign was received. Full replacement or extensive refinishing and re-surfacing of this type of sign that becomes necessary due to the cyclic service life of the sign being exceeded is the responsibility of the Forest Service and will qualify as an annual offset expenditure.
- Commercial advertising for anything other than information directly related to camping is not allowed.
- 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.
- 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.

Describe proposed signing as it relates to both Holder and Forest Service provided signs.

4d 11. Buildings

- No hazardous materials will be stored over the winter in Forest Service facilities. This includes petroleum fuels, propane, insecticides, etc.
- Approval for use of any building as a winter storage location must be approved in the annual operating plan. Tools and/or supplies that are stored over winter in toilets, well houses or other buildings must be stacked in a neat and orderly manner so access to the interior of the building is not blocked.
- Installation of any shed or storage building or other structure must have prior written approval from the Forest Service.

The entrance stations at Elevenmile Canyon Recreation Area and the Jefferson Creek Recreation Area require an entrance facility to manage these day use areas.

Describe proposed design, function, and location of the facility at these two locations. If design is a permanent structure, describe how operations at these two locations will be managed while approvals and construction of the permanent structure is completed.

4d 12. Utilities

- All utilities will be operated in accordance with state and local laws and regulations.
- Payment of all utility costs will be the sole responsibility of the holder.

4e. Post-Season Operations

When closing a site for the season, the holder will be responsible for meeting the following post-season inspection and operations and maintenance standards. As services are reduced or campgrounds are closed, visitors shall be contacted one or two days prior to the change in service level to let them know about the expected changes. Entrance stations shall also have signs posted indicating the change in services. If sites are to be closed, such as during the winter months, the holder will take appropriate action to secure these sites during these non-operations periods. Gates can be used to help secure the sites for these non-operational periods (if applicable).

4e 1. Water Systems

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

- Securing hand pumps so water is not available to the public during the time that it is not being tested and the system maintained.

4e 2. Utilities

- The Forest Service recommends that the holder arrange for utility services to be shut down and final meter readings made (if applicable).
- Official final meter readings are required during the final season of operation under the terms of the permit.
- Secure garbage dumpsters to prevent overflow from offseason visitors (if applicable).

4e 3. Year-end Reports and Inspections

At the end of the season or year, the Forest Service requires a final inspection of all sites be completed by the permit holder and the Forest Service. These inspections will verify the conditions of the facilities at the end of the season, 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.

5. Safety

The safety and health of all persons is of primary importance and the holder should pay special attention to situations listed in this section.

Provide a safety and health plan that addresses an annual all encompassing safety and health inspection; and a continuing safety and health monitoring program that addresses the following seven areas of concern and how documentation will be handled:

5a. Safety inspections

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

Documentation of safety inspections must be submitted to the designated Forest Service representative as soon as practical. A method of tracking should be included to assure that problems noted in any inspections or throughout the year are followed up on appropriately. Additionally, continuing attention will be given to new situations presenting safety or health concerns during the operating season. All discoveries, corrective actions or mitigating measures taken will be documented in writing.

5b. High risk conditions

High risk conditions may develop as a result of any of the following: weather, environmental factors, facility conditions, domestic unrest; etc. It is the holder's responsibility to plan for and react responsibly. Once the immediate safety mitigation requirements of such a situation are addressed the holder must inform the Forest Service and document the situation.

The holder shall complete an Emergency Response Plan to addresses emergencies such as floods, wildfires, medical, law enforcement, hazardous spills, etc. The plan would describe the appropriate emergency response in all sites managed in this permit. The plan would include such items as: evacuations procedures, notifications, communications, documentation of response actions, etc.

5c. Removal of hazardous objects

Safety hazards, such as but not limited to unsafe branches, tripping hazards, unstable walking surfaces, damaged facilities, etc. shall be identified and corrected prior to opening to the public and documented.

Any facilities or materials being removed for safety reasons shall be properly disposed of off of NFS lands.

5d. Identification and removal of hazardous trees

The holder is responsible for identifying, monitoring, and removing all hazard trees (up to the limit established in the prospectus) prior to opening to the public, subject to Forest Service review. In addition, hazard inspection will be conducted immediately after any major weather event (i.e., severe thunder storms, wind events, 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.

Any dead standing tree within 200 feet of the outermost constructed feature around the perimeter of the site is non-negotiable as a hazard tree and must be removed by permit holder as soon as practical or site must be closed or the hazard otherwise appropriately mitigated. Forest Service approval is required prior to cutting or pruning of any live or partially live 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.

Trees or any forest product removed from a site in this offering shall require an appropriate permit such as a fuelwood permit or other written authorization.

5e. Safety training for employees

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

5f. Predators, Rodents & Insects

Predators such as black bears and mountain lions live in the vicinity of most sites included in this offering and have occasionally been observed in many of these sites. These species do not typically interact with humans, but the potential exists. Rodents can carry Plague, Hantavirus or other diseases that can infect humans. Mosquitoes and ticks can be vectors for a variety of diseases; and bees or wasps may cause allergic reactions in some people.

The holder is responsible to maintain all sites in manner that reduces potential for conflicts with animals and prevents infestations by undesirable rodents and insects. The holder must ensure a safe environment and inform and educate their employees and the public about measures to prevent problems.

Holder employees will set an example by managing bird feeders, personal food/drink coolers, pet food, BBQ grills, trash, etc., in a manner that will not attract undesirable animals or insects.

Include posting information concerning bear precautions and adherence to the bear precaution guidelines as follows:

1. Do not feed the bears.
2. Report bears activity within 24 hours to US Forest Service.
3. Post messages relating to bear activity on signboards.
4. Use approved bear proof garbage containers if required.
5. Keep all food in secure containers.
6. Properly dispose of all garbage and wastewater containing food ASAP.

5g. Confined Space Procedures

The holder is responsible to comply with OSHA's standard for confined spaces (29 CFR 1910.146) which contains the requirements for practices and procedures to protect employees in general industry from the hazards of entering confined spaces. OSHA defines a confined space & a permit-required confined space as follow:

By definition, a **confined space**:

- Is large enough for an employee to enter fully and perform assigned work;
 - Is not designed for continuous occupancy by the employee; and
 - Has a limited or restricted means of entry or exit.
- These spaces may include underground vaults, tanks, storage bins, pits and diked areas, vessels, silos and other similar areas.

By definition, a **permit-required confined space** has one or more of these characteristics:

- Contains or has the potential to contain a hazardous atmosphere;
- Contains a material with the potential to engulf someone who enters the space;
- Has an internal configuration that might cause an entrant to be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross section; and/or contains any other recognized serious safety or health hazards.

All confined spaces should be considered permit-required until evaluated and determined that permit is not required. The holder must evaluate their workplaces to determine if spaces are permit-required spaces. If a workplace contains permit spaces, the holder must inform exposed employees of their existence, location and the hazards they pose. This can be done by posting danger signs such as "DANGER -- PERMIT-REQUIRED CONFINED SPACE -- AUTHORIZED ENTRANTS ONLY" or using an equally effective means.

If employees are not to enter and work in a confined space, the holder must take effective measures to prevent them from entering these spaces. If employees are expected to enter permit spaces, the holder must develop a written permit space program and make it available to employees or their representatives.

6. 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 South Park Ranger District, Pike National Forest shall be made readily apparent in all advertising and publications.

All forms of advertising must contain the following words: “XXX Company is an equal opportunity service provider.”

Describe proposed media for advertising.

7. Fire Prevention

To meet safety standards, the holder must include a fire safety plan that provides a fire tool cache box at each campground. The host site would be the logical location for most sites. 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 contents 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:

1. 2 - #2 shovels (long handle)
2. 1 - Pulaski
3. 2 - 5 gallon buckets
4. 1 - 1A-10BC fire extinguisher (5 pound)

For security purposes the USFS will inspect the cache and certify its contents annually 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.

In addition, each vehicle provided will carry the following:

1. 1 - Pulaski
2. 1 - #2 shovel (long handle)
3. 1 - 1A-10BC fire extinguisher (5 pound)

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

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

8. Law enforcement and security

Forest Service, state, and local law enforcement and the holder each have enforcement roles at concession recreation sites. Appendix 8 contains a copy of FSM 2342.1 - Exhibit 01 - **Law Enforcement at Concession Campgrounds** which clarifies the law enforcement authorities and responsibilities at concession operated recreation sites.

Numbers of people and vehicles are kept at or below site capacity.

The holder is actively involved with educating visitors regarding National Forest rules and regulations and works to gain compliance.

Use of the developed sites for other than recreational purposes is prohibited. Forest Service campgrounds may not be utilized as living spaces for those who are actively commuting to and from work while staying at the site, or as a location to live as an alternative to living on private lands.

Describe how law enforcement, security and rules of use will be imposed at the recreation sites.

9. Communication Systems

The holder is required to provide an acceptable means of communication (e.g., two-way radios, cellular phones, satellite phones, etc.) between all employees, the Forest Service, the National Recreation Reservation System, and emergency response agencies. This requirement will help fulfill the Safety and Security standard which states, "Concessionaires have dependable communications".

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

Communications can be challenging at remote sites. Coverage for communications is constantly changing. Holder should thoroughly examine current communications options so that acceptable and required communications needs can be met.

Describe how communications will be complete, timely, and accurate 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.

10. Incident Reporting

The holder is required to report all injuries, accidents, or medical emergencies involving visitors or employees, or damage to public or government property in excess of \$250.00, in connection with the operation of this permit and occurring on National Forest Lands. Reports will be submitted as soon as practicable after the incident to the FS Permit Administrator or Ranger District Office where the incident occurred.

Additionally, the holder shall contact the Authorized Officer as soon as practicable, but no more than one business day, following incidents that occur on National Forest System (NFS) lands within the authorized area after:

- a. Any incident resulting in death, permanent disability, or personal injuries that are life-threatening or that are likely to cause permanent disability;
- b. A search and rescue operation to locate a person; or
- c. Any incident that had or has high potential for serious personal injury, significant property damage, or significant environmental or other natural resource damage, including but not limited to avalanches, landslides, flooding, fire, structural failures or release of hazardous substances.

When notifying the Authorized Officer of an incident, the holder shall specify when, where, and how it occurred, and who was present or affected by the event. The Permit Holder will follow-up all incidents with a complete written report to the Forest Service within 10 business days of the incident.

Describe protocols regarding how Incident Reporting will be complete, timely, and accurate between all affected interests.

11. Herbicides and Pesticides

Herbicides and pesticides may not be used without prior written approval from the Forest Service, except that “off the shelf” pesticides intended for home use may be used without prior approval as long as their use and storage complies with the manufacturer recommendations. 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 should 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).

Approval for use of herbicides or pesticides would generally be limited to control of undesirable vegetation growing within roads, spurs or living spaces and/or control of insect pests such as flies in toilets or ants or bees within sites or associated facilities.

Describe intentions to use specific products and under what circumstances their use would be considered

12. Interpretive Services

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 provisions of interpretive services with other organizations such as museums, historic societies, etc. 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.

Describe a proposed interpretive service plan that addresses interpretive services such as: location of programs, type, frequency, synopsis of content, who will be presenting the programs, qualifications, etc.

13. Recycling

Recycling of all materials and the use of post consumer products is encouraged.

Any recycling program will be required to follow regulations and policies regarding animal-proof containers. Programs will need to address potential conflicts with wildlife and insects. Holder supplied recycling containers will be subject to approval by the Forest Service. The holder will be responsible for emptying recycled materials from receptacles and removing them from the campground to an appropriate recycling facility. Proceeds from the recycled materials may be retained by the holder.

A recycling program will help meet the intent of Health & Safety, Setting and Responsiveness standards.

Describe any proposed recycling program to include: types of materials, receptacles, handling, removal, animal and insect attractant issues, etc.

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

The South Park Ranger District is willing to consider a wide variety of items in this category. Certain activities may be considered for approval on one Ranger District while another Ranger District would not consider it due to creation undesirable competition with local businesses, long standing agreements or other concerns. However, approval of certain items may be subject to an analysis pursuant to the National Environmental Policy Act (NEPA) prior to authorization. The cost of any NEPA analysis would be borne solely by the holder. One example of a proposal requiring NEPA analysis would be motor boat rentals due to the potential environmental impacts of use of petroleum products at reservoirs or construction of new facilities necessary for providing such a service. Other services such as instructional or guiding activities would require a solicitation of competitive interest by others who could conceivably provide similar services to the public.

Describe and list all additional revenue-producing sales services or fees you propose to provide. Some sales items may require consideration on a daily, weekly, monthly, annual, etc basis and should be listed accordingly.

The following is a list of approved sales:

- ❖ sale of firewood
- ❖ sale of camping supplies
- ❖ sale of fishing supplies
- ❖ sale of state fishing licenses
- ❖ sale of state hunting licenses
- ❖ sale of miscellaneous food items (ice, soda, bottle water, etc.)
- ❖ sale of photographic supplies
- ❖ sale of informational and interpretive materials (i.e., books)
- ❖ sale of miscellaneous clothing sales
- ❖ sale of miscellaneous souvenirs
- ❖ fee for full service hook-ups
- ❖ fee for electricity
- ❖ fee for concession provided public fax services
- ❖ fee for concession provided public phone services
- ❖ rental of fishing equipment
- ❖ rental of bikes
- ❖ rental of on-site, concession-owned camping trailers or mobile cabins
- ❖ rental of canoe/boats
- ❖ guided interpretive tours
- ❖ vending machines