

**Sample
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 applicant provided information to rate the proposal against the "Proposed Operating Plan" evaluation criteria. The successful applicant's proposal will become a part of his/her Annual Operating Plan. Contact Deirdre A. McLaughlin, Recreation Forester, Kaibab National Forest, 928/635-5662, or damclaughlin@fs.fed.us for questions.

The holder must meet the additional standards and requirements specified in this section for the recreation sites listed in the prospectus. Applicants are required to propose how they will meet or exceed the minimum standards described in this Appendix (9).

Annual Operating Plan

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1. Operating Season:

The minimum season is: **May 15th through October 1**, as described in the prospectus in IV.C.1 Operating Season.

Additional times of operation, both full and partial, may be offered.

2. Staffing:

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

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

2a. Supervision/Management:

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

State in the proposal the position title, area(s) of responsibility, and the location of their office.

2b. Personnel

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

2c. Employee Training

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

2d. Employee Conduct

Provide your company's employee conduct policy.

2e. Uniforms and Vehicle Identification

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

Describe in detail attire for all employee positions.

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

Describe in detail vehicles used.

3. Customer Service:

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

A customer service comment card system must be provided. The customer service comment card contained in Appendix 7 may be proposed.

Describe a customer service commitment, evaluation of customer service (both internal and external). Use the following outline to address: customer service training, conflict resolution, Title VI and non-discrimination policy, how customer complaints will be dealt with and how customer satisfaction will be assessed, fee notification, collections, and refund policies, and provide a comment card system.

3a. customer service commitment

3b. evaluation of customer service (internal and external)

3c. customer service training

3d. conflict resolution

3e. Title VI and non-discrimination

3d. customer complaints and assessing customer satisfaction

3e. fee notification, collection and refund processes

3f. sample comment card

4. Operations:

The Holder will be responsible for all tasks associated with the daily operation and maintenance of the **Dogtown Lake, Kaibab Lake, and White Horse Lake Campground** area.

4a. Water Systems

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

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

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

4b. Interference with Normal Use of Recreation Sites

Operation, maintenance, and cleaning of grounds and facilities can interfere with the recreational use of the areas by the visiting public.

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

4c. Reduced Services

Describe any services, or facilities, that might have reduced service at any point during the operating season, include how this the reduced service will be communicated to the customer and any signing that might be used.

4d. Standards for Site Facility Cleaning and Maintenance

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

Describe how the following ten items (4d1. – 4d10.) will be identified and accomplished.

4d1. All Facilities

Facilities are maintained free of graffiti.

Facilities are clean and well maintained.

Numbers of visitors and vehicles do not exceed site capacity.

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

Utility systems meet applicable state and local regulations.

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

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

4d2. Toilets

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

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

Toilets are clean and free of objectionable odor.

Restrooms are functional and in good repair.

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

Access to toilet facilities will not be limited (i.e. facilities are not closed, or reduced) between Memorial Day and Labor Day (Peak Season of use).

4d3. 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.

4d4. Fire Rings and Grills

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

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

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

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

4d5. Grounds

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

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

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

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

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

4d6. Roads and Trails

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

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

4d7. Barriers (parking, road, etc.)

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

4d8. Water Hydrants

Water hydrants meet state and federal standards.

Maintain functional gravel sumps.

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

4d9. Trash Receptacles

Garbage does not exceed the capacity of the garbage containers.

Garbage locations are clean and free of objectionable odors.

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

4d10. Signs, Bulletin Boards, and Fee Stations

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

5. Safety:

The safety and health of all persons is of the up most importance.

Provide a safety and health plan to address both an annual all encompassing safety and health inspection and a continuing safety and health monitoring program, that addresses the following five areas of concern:

5a. Safety inspections

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

5b. High risk conditions

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

5c. Removal of hazardous objects

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

5d. Identification and removal of hazardous trees

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

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

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

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

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

5e. Safety training for employees

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

6. Signs and Posters

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

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

6a. Entrance sign

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

6b. Title VI compliance

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

6c. Campground Sign Plan(s)

Provide a sign and poster plan for the campgrounds. Include what signs and posters are mandatory versus optional, and how signs and posters will be displayed throughout the campgrounds. If other than standard Forest Service signs and posters are to be use, include proposed sign and poster language, materials, and display locations.

7. Holder advertising

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

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

Describe proposed media for advertising.

8. Fire and Emergency Response Procedures

8a. Fire and Suppression Plan

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

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

8b. Campground Emergency Response Plan

Provide a campground emergency response plan that addresses how permit holder employees will respond in emergency situations that may arise in the campgrounds and surrounding areas (i.e. medical, evacuation for fire or law enforcement reasons, rescue situations, vehicle accidents, hazardous material spill/detection, etc).

9. Road and Trail Maintenance

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

Describe a road maintenance schedule to accomplish these needs.

10. Law enforcement and security

Forest Service, state, and local law enforcement and the holder each have enforcement roles at concession recreation sites. Appendix 9 clarifies the law enforcement authorities and responsibilities at concession operated recreation sites (FSM ID 2340-96-1).

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

11. Communication Systems

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

Describe how communications will be complete, timely, and accurate between all affected interests.

12. Herbicides and Pesticides

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

Describe intentions to use specific products.

13. Boating Safety

All use of water craft shall comply with present and future laws, regulations, and other legal requirements.

Describe how boating safety will be accomplished.

14. Optional Services

14a. Interpretive programs

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

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

The FS retains the right to present programs at any campground or other recreation site on the National Forest, subject to coordination with the holder to avoid conflict with other scheduled activities.

Describe a proposed interpretive services plan to include frequency, content, etc., as outlined in Section O. (Other Pertinent Information, Environmental Education, Interpretive Programs) of the Prospectus.

14b. Recycling and Other Green Initiatives

Recycling of all materials is encouraged.

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

Other Green Initiatives, (i.e. Green Purchasing, Fuel Economy, Water Conservation, Energy Conservation) are encouraged.

Describe any green initiatives being offered; please include methods, signing, educational materials, and any other green program information.

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

Describe and list all additional revenue-producing sales services or fees you propose to provide, be sure to include the location of the sales (i.e. all campgrounds, or just one or two campgrounds).

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 concession provided public fax services
- ❖ fee for concession provided public phone services
- ❖ rental of personal water crafts
- ❖ rental of fishing equipment
- ❖ rental of bikes
- ❖ rental of canoe/boats
- ❖ providing local fishing clinics (not O/G services)
- ❖ vending machines