

Appendix 9:
Sample Annual Operating Plan

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. **Minimum Operations and Maintenance Standards**
 - 3a. Customer Service
4. **Preseason Operations**
 - 4a. Safety and Hazard Tree Inspections
 - 4b. Water Systems
 - 4c. Wastewater Systems
 - 4d. General Facilities Maintenance
5. **Open Season Operations**
 - 5a. Water Systems
 - 5b. Wastewater Systems
 - 5c. General Maintenance
 - 5d. Interference with Normal Use of Recreation Sites
 - 5e. Standards for Site Facility Cleaning and Maintenance
 - 5e1. All Facilities
 - 5e2. Toilets
 - 5e3. Tables
 - 5e4. Fire Rings and Grills
 - 5e5. Grounds
 - 5e6. Roads and Trails
 - 5e7. Barriers
 - 5e8. Water Hydrants
 - 5e9. Trash Receptacles
 - 5e10. Site Markers
 - 5e11. Signs, Bulletin Boards, and Fee Stations
 - 5e12. Fee Notification
6. **Post-Season Operations**
 - 6a. Water Systems
 - 6b. Wastewater Systems
 - 6c. Utilities
 - 6d. Year-End Reports and Inspections
 - 6e. Joint end of season inspection
7. **Site Hazards (Including Hazard Trees)**
 - 7a. Annual site safety inspection
 - 7b. High risk site conditions - closed season
 - 7c. Removal of hazardous objects
 - 7d. Identifying and removing hazard trees

- 7e. FS approval for cutting or pruning of vegetation
- 7f. Stumps, slash and logs
- 7g. Disposal of slash and bucked logs
- 8. Signs and Posters**
 - 8a. Entrance board signing
 - 8b. Title VI compliance
 - 8c. Signing requirements
 - 8d. Signs or other advertising on NF lands
- 9. Advertising**
 - 9a. Accurate representation
 - 9b. Equal opportunity provider
- 10. Fire Prevention Plan**
- 11. Road and Trail Maintenance**
 - 11a. Safe and passable condition
 - 11b. Road maintenance schedule
- 12. Emergency Response**
- 13. Law Enforcement**
- 14. Communication Systems**
 - 14a. Ensuring complete, timely, and accurate communication
- 15. Managing Predators**
- 16. Managing Diseases (Hantavirus and Plague)**
- 17. Rodent Control**
- 18. Managing Noxious Weeds**
- 19. Minimizing Vandalism**
- 20. Use of Fee Sites by Non-fee Guests**
- 21. Other Required Programs**
 - 21a. Interpretive Programs
 - 22b. Concession Administered Annual Pass
- 22. Other Optional Programs**
 - 22a. Recycling
- 23. Additional revenue-producing sales, services, and/or fees**

1. Operating Season

The dates specified in the prospectus under Recreation Site Descriptions (part C of the Prospectus) 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. 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 noncitizens.

2a. Supervision/Management

The holder must designate a representative(s) who will serve as the liaison between the holder and the 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 (ie; 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 FS recommends that hosts be located at the sites listed below. 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 that occurs at these sites.

Recreation Site Hosts

Christopher Creek Complex (2-3 hosts)

Houston Mesa Complex (3-4 hosts)

Ponderosa Complex (1-2 hosts)

Sharp Creek Complex (2 hosts)

Upper Tonto Creek Campground (1 host)

Lower Tonto Creek Campground (1 host)

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.

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. 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 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 FS uniform (including official FS 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 FS. 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 FS.

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.)

The holder may also institute their own customer feedback program. If so, the holder must be aware that any forms which indicate official Federal authorization must have an Office of Management and Budget (OMB) Control Number for Paperwork Reduction Act compliance.

As part of a continuing effort to better serve the needs of the customer, the FS 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. Preseason 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 FS. The holder will be responsible for correcting any safety deficiencies, including dropping hazardous 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.

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 FS will provide assistance during the initial year, to help the holder become familiar with each water system. If FS 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 test cannot be taken until 24 hours after flushing the chlorine solution from the system.

Further information about the potable water systems and state testing requirements may be obtained from the FS 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 FS 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 FS 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 test for each potable water system is required once per year. A Nitrite test for each potable water system is required once every three years. In the event of an "Unsafe" sample, the holder is required to complete all required notifications and retesting. (see FS-2700-4h Appendix F, in Appendix 10 of the prospectus 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 FS approval. The FS 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 FS for approval, prior to implementing.

5c. Interference with Normal Use of Recreation Site

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 FS.

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.

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.

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 FS in order to ensure environmental protection and public safety.

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 FS. 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 such fire rings, grills, use pads, and toilets unless otherwise agreed to, in writing, by the permit administrator.

5d6. Road and Trails

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

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

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

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

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.

Garbage containers would preferably be animal resistant (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.

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.

Signs, bulletin boards, and fee stations are well maintained, neatly arranged, and meet Forest Service signage standards.

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

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 standards.

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.

6b. Utilities

The FS 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.

6c. Year-End Reports and Inspections

Turn in year-end reports required by the FS.

The Forest Service recommends that an annual final inspection of the campground be completed with the FS, and future maintenance needs be documented.

6d. Joint End-Of-Season Inspections

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.

The holder should take all measures necessary to protect the health and safety of all persons affected by the concession activity. More specifically, the 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.

In order 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 FS, 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. FS approval for cutting or pruning vegetation

FS approval is required prior to cutting or pruning of any trees. If desired, the FS 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 a typical situation, such as a major blow down or a large insect infestation. However, responsibility will be determined on a case by case basis. All the developed recreation sites have annual hazard tree removal needs.

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.

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 wildfire 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 FS 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 Tonto National Forests 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 Plan

In order to meet Safety and Security standards, 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
- Fire prevention/suppression tools and equipment that will be on-site

Applicants should also include this plan in their application.

11. Road and Trail Maintenance

11a. Safe and Passable Condition

At a minimum, the holder is responsible for maintaining vehicular and pedestrian access in a safe and passable condition. Access must also be maintained 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 asphaltic materials on paved surfaces (includes parking spurs and walkways); grading and/or controlling dust on unpaved surfaces; and erosion control through grading, rolling grade dips, nicks, ditching, or use of check dams. 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 road maintenance needs.

The holder may desire to enter into a collection agreement with the Forest Service to have the interior road grading completed in conjunction with other Forest Service road maintenance activities. If so, a proposal should be included in the application.

12. Emergency Response

In order 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

FS, state, and local law enforcement and the holder each have enforcement roles at concession recreation sites. Appendix 8 clarifies the law enforcement authorities and responsibilities at concession operated recreation sites (FSM ID 2340-96-1).

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 FS "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 FS.

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 FS 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 FS, the National Recreation Reservation System, and emergency response agencies. This requirement will help to fulfill the Safety and Security standard which states, "Concessionaires have dependable communications".

14a. Ensuring Complete, Timely, and Accurate 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 FS. The use of radio frequencies and equipment owned by the FS will not be authorized.

15. Managing Predators

Applicants should describe how they will manage for predators. All reports of bear activity in campgrounds must be reported by the concessionaire to the Forest Service as soon as possible

16. Managing Diseases (Hantavirus and Plague)

The potential for Hantavirus infection and West Nile Virus is considered a possibility. Applicants should describe how they will manage diseases in the permit area.

17. Rodent Control

The presence of nuisance animals, usually rodents, is a possibility at any site. Nuisance rodents must be controlled. Applicants should describe how they will control rodents in the permit area

18. Managing Noxious Weeds

In order to ensure environmental protection and public safety, herbicides and pesticides may not be used to control undesirable vegetation, aquatic plants, insects, rodents, trash fish, or other pests and weeds without prior written approval from the Forest Service.

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.

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

19. Vandalism

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

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

20. Use of Fee Sites by Non-fee Guests

Applicants should describe how they will manage non-paying customers in the developed sites.

21. Other Required Programs

21a. 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, or historic societies. Program content and subcontractors shall be approved by the FS.

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

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.

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.

21b. Concession Administered Pass

The holder shall offer an annual pass, sold and administered by the concessionaire, which allows entry into district sites excluding campgrounds. The pass shall be available to the public on January 1, 2012. Prospective bidders should describe the pass, how it will be administered, where it will be sold and how much it will cost. Applicants should provide detailed information regarding how they will fulfill the concessionaire's responsibility for providing an annual pass.

22. Other Optional Programs

22a. Recycling

Recycling of all materials is encouraged. The development of a recycling program at all or some sites is optional. The holder would retain any and all redemption income from any recycling program. It would contribute to meeting the intent of Health and Cleanliness, Setting, and Responsiveness standards.

Applicants should include a description of any 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 FS. 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.

23. 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 camping supplies
- sale of fishing supplies
- sale of state fishing licenses
- sale of state hunting licenses
- sale of propane (personal/camping size tank, not RV)
- sale of photographic supplies
- sale of misc food items (ice, bottled water, drinks, snacks, etc)
- sale of informational and interpretive materials (i.e., books, maps, post cards, etc.)
- sale of miscellaneous clothing
- sale of miscellaneous souvenirs
- fee for full service hook-ups
- fee for electricity
- fee for showers
- fee for concession provided fax services
- fee for concession provided phone services
- rental of fishing equipment
- rental of bikes
- vending machines