

## Appendix 9

# Campground and Day-Use Sites Annual Operating Plan Outline and Sample Annual Operating Plan

1/31/12

This appendix provides a sample outline for the proposed Annual Operating Plan and the minimum requirements regarding the operating season, staffing, operations and maintenance services provided. The Forest Service will use the applicant provided information to rate the proposal against the “Proposed Operating Plan” evaluation criteria. The successful applicant’s proposal will become the Annual Operating Plan, subject to modifications. It will be made part of the permit.

The format of this presentation is intended to show how an operating plan might look. At the end of each section is a description of content to address for the proposal. Within each section are suggestions for the operating plan and we have included language to explain what we are looking for. Operating and Maintenance standards or protocols are shown in each section. Your proposal should include standards and protocols that you are offering.

The Table of Contents as shown in this appendix, page Appendix 9-3, is considered the Annual Operating Plan Outline. The remainder of the document is the Sample Annual Operating Plan.

Note: The proposed operating plan must have a table of contents, similar to the table of contents in this document, to index the elements of the operating plan.

If you have any questions, please contact:

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Sample Cover Page

# 2013 Operating Plan

For

Grand Mesa,  
Uncompahgre, and  
Gunnison National Forests  
Campgrounds and Related Sites  
Under Recreation Special Use Permit  
# GUNxxx

Operating Plan Submission and Approval:

Recommended and Submitted by:

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Xxx Company (Name & Title)  
Holder

Date: \_\_\_\_\_

This operating plan is accepted for calendar year 2013 operations, but remains in effect until replaced by an amendment or subsequent operating plan.

Approved By:  
U.S. Forest Service

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Charles S. Richmond  
Forest Supervisor, Grand Mesa, Uncompahgre, and Gunnison National Forests

Date: \_\_\_\_\_

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## Annual Operating Plan

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## 1. Customer Service

### Customer Service Philosophy

As a provider of recreation services to the public for the Forest Service, it is essential for holders to focus on the customer service elements of operating these facilities. 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. Holders and their employees are representatives of the forest and their actions directly affect visitor experiences. More information about the Forest Service mission can be found at <http://www.fs.fed.us/aboutus/mission.shtml>.

### Grand Mesa, Uncompahgre, and Gunnison National Forests Customer Service Vision

Providing high quality customer service is essential to successful permit operations. The holder and their employees are responsible for upholding a positive and professional image while operating these facilities.

Our expectations are:

- Customers and employees experience enthusiastic interactions and treatment beyond the basics of respect and equity.
- Customer needs are met by anticipating, listening to, and responding in a prompt, courteous and efficient manner.
- Operations will meet or exceed customer expectations, with customer service being a higher priority than other duties, and the only exception being the safety of visitors and employees.

### 1A. Customer Service Standards

The following are minimum customer service standards:

- Following Good Host principles:
  - The visitor is important
  - Service is what we give
  - Be receptive
  - Be helpful
  - Be accurate
  - Be informed
- Providing consistent service
- Informing customers of local area recreation opportunities
- Resolving conflicts peacefully
- Addressing non-paying visitors respectfully
- Staying up-to-date on changing forest conditions
- Updating forest personnel on changing campground conditions (e.g. water system opening and closing, campground occupancy)
- Informing customers of rules and proper practices, and providing visitors with information and assistance during their experience.

## **1B. Non-discrimination and Civil Rights**

Key to its mission, the Forest Service works to deliver a comprehensive and result oriented Civil Rights Program for customers while ensuring equality, justice, and full participation in agency activities and programs. The mission is achieved through civil rights compliance, advocacy, and education.

Hiring and interacting with employees and customers in a non-discriminatory manner is mandatory for this permit. The holder is required to pro-actively work with employees to ensure that services are delivered in a non-discriminatory manner. This would include orientation and on-going training about the importance of civil rights as well as monitoring employee performance.

The Forest Service will not tolerate harassment, physical altercations or biased treatment of campground visitors or their guests.

The Forest Service will perform bi-annual inspections of compliance with Title VI requirements, which involves review of holder provided documentation of civil rights activities. In addition, inspections will be made upon complaint of violations.

The poster, "Equal Justice for All..." must be posted at all sites in the permit.

## **1C. Employee Conduct**

The holder is responsible for the conduct of their 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 their 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), and
- Using or being under the influence of intoxicating beverages or narcotic drugs while on duty or representing the holder.

## **1D. Customer Interaction, Comments and Complaint Resolution**

### Public Contacts

Holder will ensure adequate presence to make quality and timely contacts with the public consistent with customer standards. This includes welcoming the public, helping determine the site they wish to occupy and helping the public during their stay. Fee collection should be on a timely basis, but allow the visitor time to find a site and settle in.

## Comment Forms

The holder shall provide an approved (by the Forest Service) Customer Service Comment Card and make them available to the public in a convenient manner. The comment card should be returnable to on-site staff or a corporate office. It must also contain the contact address and for the Forest Service Permit Administrator (PA). A sample comment card is included as Appendix 7.

## Response to Public Issues with Operations or Maintenance

Holder will have the primary responsibility for resolving customer issues with services or operations, including NRRS issues. Notes and copies of all correspondence regarding customer complaints or issues will be forwarded to the PA or designee.

### **1x. Proposal Content**

*Provide a detailed description of your customer service program. This would include your philosophy and specific program attributes and how you will manage for them. Describe the customer service skills and standards that you expect your employees to obtain and meet, including employee's interactions with customers and conflict resolution. (Please describe your training efforts under the Staffing and Training section. We don't want you to repeat that information.)*

*Provide a detailed description of your employee conduct policy, disciplinary/performance improvement procedures, and criteria for dismissal. Include policies and procedures for responding to employee conduct issues.*

*Describe your policies and protocols for Title VI to meet non-discrimination and reporting requirements.*

*Provide a sample comment form with your proposal. Describe how you would make comment forms available to the public. Describe how you would share comments with the Forest Service.*

*Describe how you would address customer complaints with operations or facilities.*

*Describe how you will monitor and evaluate your customer service performance. This would include actions in addition to required customer comment cards.*

## **2. Staffing and Training**

The holder's proposal shall ensure adequate staffing and skills 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, including those governing employment, wages, and worker safety. Applicable laws include, but are not limited to, laws governing equal opportunity, civil rights, fair labor standards, minimum wage, Davis-Bacon Wage Rates (for Granger-Thye fee offset), Service Contract Act, workers' compensation, Occupational Safety and Health Administration (OSHA) regulations, Americans with Disabilities Act, and immigration laws regarding employment of non-citizens.

The holder annual operating plan must provide contact information for all managers and hosts (for emergency contact). This will include hardcopy mailing addresses, including surface addresses for managers who might receive communication through non-Postal Service delivery, e-mail addresses, land-line and cellular/satellite phone numbers. This is not required for the proposal, but will need to be provided in the annual operating plan.

### **2A. Supervision/Management**

The holder must designate a representative(s) who will serve as the liaison 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 (e.g., one person may deal with operations/customer service 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.

Supervisory and management skills are important to the successful operation under the concession permit. The skill of working with people, including the public, employees and Forest Service representatives is important. The ability to motivate people to provide good customer service and to set the example of providing good customer service is important. Organizational skills for operating and maintaining facilities are also important.

Managers that operate below the permit level, typically have responsibility for a sub-area of the permit. These managers and their scope of responsibility must be described. It is important for these managers to work with both their staff and with the public.

## **2B. Site Managers/Hosts**

In addition to the requirements outlined in the Supervision/Management section above, the Forest Service suggests that hosts or site managers be located at the sites listed in the Administration (Section 19). 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.

Site manager and hosts should be skilled in organizing their work and skilled in interacting with the public in a manner that is friendly and helpful. Hosts that have fix-it knowledge are very helpful to provide information to visitors that have problems with their equipment. Hosts who understand natural resources and recreational opportunities are valuable to help visitors understand the area and to enhance their experience.

Host staffing levels approved in the initial operating plan under the permit may be altered with approval of the Forest Service. The holder will need to provide a rationale for the proposed change. The rationale should discuss impacts/benefits to the public and to the holder.

## **2C. Maintenance Personnel**

Typically, permittees have some personnel specialized in maintenance activities, such as repair of facilities, operation of water systems and replacement of facilities. These employees typically don't have customer service as a primary responsibility, however, the Forest Service expects these employees to conduct themselves in the same manner as other employees and to provide customer service to the extent possible in their position. At a minimum, they should be able to handle emergency situations and to be able to refer to typical questions to a host or other management.

## **2D. Employee Training**

The proposal must identify any employee training program(s) that the holder will offer to employees. At a minimum this should include the Forest Service-approved *Good Host Training* and *Recreation Site Cleaning* training. Other recommended topics include:

- Special Use Permit and Operating Plan requirements
- Customer Service
- Title VI Compliance and Non-discrimination
- Conflict resolution
- Employee conduct
- Safety and hazards
- Noxious weeds
- Emergency response – specific items are identified in later sections
- Rules and regulations – including protocols for Law Enforcement response
- Local natural resource information and cultural history and recreation opportunities

The Forest Service will provide assistance to the holder with information on Forest Service recreation opportunities and natural resources. The extent of that assistance will be determined at the beginning of the permit. The assistance is contingent upon Forest Service budget and work priorities. The Forest Service may attend and/or participate in holder training sessions. The holder will provide the FS a copy of its current training manual and materials (i.e., handouts, videos) prior to the beginning of each operating season. Dates, times and locations for employee training will be provided to the PA.

## **2x. Proposal Content**

*Provide an organization chart for your business entity, showing each management 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. Indicate the location of each manager and the facilities and personnel that they oversee. Describe the training and experience that your management personnel have or will obtain.*

*Provide a staffing plan/organization chart for your operational organization including hosts, maintenance personnel and any other personnel. Provide a narrative description for each type of position, including the duties and indicating hours per week and facilities covered. List the sites you will need to station your personnel, including hosts, maintenance and managers.*

*Describe your recruiting plan to fill positions listed in the staffing plan. Describe your selection/screening processes including attributes that you look for in your employees.*

*Provide a detailed description of initial and on-going training (for all topic areas) to be provided to each position listed on your organization chart. Provide copies of training materials given to employees. For programs or materials specific to this forest which would be developed upon selection, please describe what you would provide.*

### **3. Safety**

The safety and health of all persons is of utmost importance. The holder will follow laws, regulations and policies for work place safety. The holder is expected to provide a safe environment for workers and for users of the sites. This includes actively addressing facility safety and health threats as well as informing people about other hazards. It also includes providing first responder assistance and initiating the appropriate Emergency Management System (EMS).

#### **3A. Safety training, protective equipment and immunizations 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. The following safety topics are important for the operation of these facilities:

- First-Aid and CPR
- Facility and constructed feature condition and hazards
- Fire hazards
- Tree hazards
- Animal related hazards
- Weather related hazards – Flood, wind, etc.
- Emergency Response and Evacuation
- Blood Borne Pathogens
- Confined Space

The holder is responsible for providing proper safety training and protective equipment for the materials and equipment used by employees as required by OSHA. This may also include immunizations required for working around human waste.

#### **3B. Safety inspections**

An annual safety and health inspection will be performed prior to opening for each site. The inspection will cover all facilities and grounds within the site and within 200 feet of any constructed feature. 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. Periodically planned safety inspections should be proposed using the same guidelines. Additionally, continuous attention to new situations presenting a safety or health concern during the operating season is required.

Copies of the annual and periodic safety inspections will be transmitted to the PA within 1 week of accomplishment. Any discoveries, corrective actions or mitigating measures taken will be documented in writing. Follow-up documentation will be submitted, if the inspection report filed within 1 week does not include resolution of any discoveries. Documentation of continuous safety inspections and findings and corrective actions will be logged for each

facility. Documentation of significant safety issues, in any inspection, will be communicated to the PA as soon as practical.

### **3C. High risk conditions**

High risk conditions may develop, such as but not limited to the following: fire, weather (e.g. flood, tornados), environmental, and facility conditions; domestic unrest. It is the holder's responsibility to plan for and react responsibly to events that initiate in or near the facilities under permit. The holder shall plan to protect Forest Service assets, holder assets, holder personnel and the public. This includes notification procedures, event response protocols and evacuation procedures.

Specific response and evacuation plans are required for each site operated by the holder, to be developed upon award of permit. Hosts are expected to be familiar with each sites plan and know the proper response procedures for the sites. An example plan for flood and domestic unrest at One Mile campground will be submitted. Responses to this criterion will be in the Section 7 - Law Enforcement and Emergency Response Section.

### **3D. Removal of hazardous objects**

Safety hazards, such as but not limited to: unsafe tree branches, tripping hazards, unstable/uneven walking surfaces, nails in trees, ropes, material dumping, etc. shall be identified and corrected.

The PA shall be promptly notified when the holder feels that a hazardous object is the responsibility of the Forest Service.

### **3E. Bear, Cougar, and Other Predators, Rodents and Insects**

The holder shall take all measures necessary to protect the environment, natural resources, and the health and safety of all persons affected by the use and occupancy authorized by this permit (see clause III.G. of Appendix 4: Concession Special Use Permit [FS-2700-4h]).

Black bear activity or mountain lion activity can occur anywhere on the forest. Bear presence in campgrounds has been increasing. Damage to personal property and dumpsters does occur. Injury occurrences are rare. The holder should be prepared to mitigate threats. Hosts are expected to inform visitors about proper precautions to minimize bear activity or the likelihood for human/bear interactions. Bear, cougar, or other predator activity in campgrounds must be reported by the holder to the Permit Administrator or designee as soon as possible.

Rodents can carry Plague, Hanta-virus or other diseases that can infect humans or pets. Mosquitoes and ticks can be vectors for a variety of diseases; and bees or wasps may cause allergic reaction in some people.



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

Animal resistant dumpsters are discussed in the Trash Service and Receptacles section.

Visitors will be encouraged to use bear resistant food lockers (where available).

Signage about bears or mountain lions may be provided by the Division of Wildlife. If not, the holder will be expected to reproduce approved signage about bears for each campground. Messaging methods about predators will be determined on a site-by-site basis and may vary from year to year.

Holder employees will set the example by not having bird or animal feeders, by properly storing and using personal food and drink coolers, pet food, using BBQ grills, and handling trash, etc. in a manner that will not attract animals or insects.

### **3F. Hazardous Materials – Storage, Use, and Disposal**

In accordance with OSHA requirements and FS safety manual requirements, hazardous materials must be stored, used and disposed of properly. This includes having Material Safety Data Sheet (MSDS) at each site where hazardous materials are stored.

Storage of materials or equipment is not acceptable in pump-houses. Storage of materials in other buildings must be in an OSHA approved manner, and approved by the PA prior to bringing the materials on-site. Storage space is limited. The principle of storing only what you need for a reasonable working period is expected to be adhered to. This generally means 2 weeks or less or a very small quantity. The holder is expected to provide their own flammable/hazardous storage.

Vehicle maintenance, including changing oil or other fluids is not to occur on federal lands. No more than 20 gallons of gasoline can be stored at a site. Filling of vehicles or machinery with gasoline must be done in a safe manner and in a way that contains spillage.

Propane for hosts may be stored in approved containers, subject to local fire code. Store the minimum amount of propane. One-hundred pound tanks should be the maximum. Propane shall not be stored in FS buildings.

### **3G. Confined Space Procedures**

The holder is responsible to comply with OSHA's standard for confined spaces (29CFR 1910.146) which contains the requirements for practices and procedures to protect

employees in general industry from hazards of entering confined spaces. OSHA defines a “confined space” and a “permit–required confined space” as follows:

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, diked areas, vessels, silos or similar areas.

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 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.

The holder should consider all confined spaces as permit-required until evaluated and determined that a permit is not required. The holder must evaluate their workplaces to determine if spaces are permit required spaces. If the workplace contains permit-required spaces, the holder must inform exposed employees of their existence, locations and the hazards they pose. This can be done by posting danger signs that meet OSHA requirements.

If employees are not to enter and work in confined space, then holder must take effective measures to prevent them from entering these spaces. If employees are expected to enter permit-required spaces, the holder must develop a written permit space program and make it available to their employees. A copy of the program must be provided to the PA.

### **3x. Proposal Content**

*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 topics described above. (Your training program should be addressed in the Staffing and Training section.)*

*Describe your proposed procedures for informing visitors about bear/animal hazards and protocols to mitigate hazards.*

## **4. Fire Prevention and Response Capabilities**

In order to meet Safety and Security standards, the holder must include a Fire Prevention Plan in this section that addresses, at a minimum:

- How the applicant will prevent wildfires and structural fires,
- Reporting procedures and emergency response, should a fire occur (in the Emergency Response section),
- Training and experience of lead or other skilled employees relative to fire (In the Staffing and Training section),
- Suppression tools and equipment that will be on-site, and
- Safety of recreation visitors and employees (e.g., emergency evacuation plan and communication plan, in the Safety or Emergency Response sections).
- Propane Tank safety at FS buildings, with operators' camping units and with the public.

### **4A. Fire Prevention**

The holder, management, hosts and maintenance staff are expected to inform visitors of the need to attend to all campfires. When campfires are un-attended, they will be extinguished by the host. An unattended campfire is defined as any campfire left burning without supervision by a person over the age of 18.

Maintenance and safety practices are identified in this or later sections of this document. Those practices contribute to reducing the likelihood of a fire. They do not need to be repeated here as part of the plan.

### **4B. Fire Response Capability**

The holder must provide a dedicated fire tool cache box at each hosted campground or campground with sufficient storage space in a building at a non-hosted campground. The host site would be the logical location for most campgrounds. The box will be of sound construction and able to keep contents dry and free from rodents. The top will be hinged with a hasp in manner that 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 firefighting shovels (long handle)
2. 1 - Pulaski
3. 2 - 5 gallon buckets (collapsible recommended)
4. 1 - 1A-10BC fire extinguisher (5 pound)

The holder will inspect and secure/seal the container with a means that can be broken with a stick or other object. The chosen means must also make it apparent when the seal has been broken. The Forest Service may inspect the container randomly and unannounced. The

Forest Service will inform the holder when such inspection has occurred so that the container can be re-sealed.

Each passenger vehicle or truck will contain and golf carts or other vehicles should contain:

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

#### **4x. Proposal Content**

*Provide a fire prevention plan that addresses potential wildfires and structural fires. (Your actual response plan should be addressed in the Emergency Response Section. You should address training in the Staffing and Training Section.)*

*Describe the equipment you will have on-site or in vehicles.*

*Describe your communication protocol with campers about their campfires and your actions in response to unattended campfires.*

## **5. Identification and Removal/Treatment of Hazard Trees**

### **5A. Identification/Inspection of Trees**

The holder is responsible for identifying and removing all hazard trees throughout the year, subject to Forest Service review. A pre-season inspection and removal (if indicated) is required prior to opening seasonal sites. In addition, hazard tree inspections will be conducted immediately after any major weather event (i.e., high-wind events, tornados, severe rain, ice storms).

Forest Service approval is required prior to cutting or pruning of any trees. FS approval may take a period of time, so the holder should plan ahead for this.

The holder would not normally be responsible for hazard tree removal necessitated by atypical situations, such as a major blow down or an extensive insect infestation. However, responsibility will be determined on a case by case basis. The protocol remains that hazard trees costs in excess of the 1% limit would be handled under GT.

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, which will be determined with the Forest Service. The Forest Service will advise the permit holder, as needed, in regards to hazard tree identification and removal.

1. Holder will have appropriate equipment for assessing hazard trees and documenting inspections. Such equipment includes: increment borers, hammers, hatchets, diameter tape, clinometer, loggers tape, clipboards, flagging, compass, etc.
2. Holder will conduct a pre-season inspection. The Forest Service PA or designee will inspect, approve or modify actions for dead trees within five week-days, and seven week-days for live trees when ground is clear of snow. Campgrounds will not be allowed to open until hazard trees are removed.
3. Holder will provide trained personnel to conduct inspections. Such training may be obtained through the Forest Service during the summer season. All inspections, including pre-season inspections, must be conducted by trained/qualified personnel. Holder will submit names, training records and experience documentation for hazard tree inspection personnel. The PA will determine if the proposed inspectors are qualified. Knowledge and skills gained through training deemed equivalent to the Forest Service training may be considered as qualifying. The inspector will make assessments and recommendations based on the FS Hazard Tree rating systems. The FS makes the final decision about removing trees through the PA or designee.
4. Inspection/Documentation of all trees (>4" at 4.5' above ground on the uphill side) within 200 feet of constructed features is required (even if they are outside the boundary of the site, except on private land). Trees that require action will be flagged and identified by number corresponding to the inspection form. Documentation will

be made on forms that are standard Region 2 form (Appendix 25) or an approved equal. The items on the form will be filled out completely and accurately, including tree species, diameter, height, distance and direction from a reference point and with accurate ratings and calculations. A map of hazard trees for each site shall be prepared.

5. Failure to document trees that are within the size/distance parameters above or failure to note defects will result in below acceptable performance ratings if more than 2 trees per 100 observed by the PA, or designee, are not documented or inspected correctly.
6. If high hazard trees exist within 200' of a campsite (outer-most constructed feature), then the campground is subject to closure. If individual campsites can be closed to use such that the hazard trees are unlikely to fall near a site, then the remainder of the campground can be open. If not, then the entire loop or campground must be closed. If a tree poses an imminent danger to property or lives, which cannot be mitigated by a closure, then the tree will be removed immediately. The holder will document that action with a report/photo.
7. Dead trees are considered high hazard trees when they are within tree height + 10% of a target. Other tree characteristics will grade a tree to be high hazard. See hazard tree definitions in Appendix 25 - Hazard Tree Identification.
8. Post-season hazard tree inspections and treatments are encouraged.

## **5B. Monitoring**

1. Trees that are not approved for removal or other mitigating actions by the FS will be designated by the FS with tags and/or flagging. These trees will be monitored monthly and after storm events, by the holder.
2. Regular inspections during the operating season to identify trees that become hazards are to be conducted.

## **5C. Cutting and removal of hazard trees**

The holder is responsible for removal costs as limited by the prospectus (up to 1% of adjusted gross revenue, approximately \$ 5,800, in the first year). Falling, slash treatment and removal costs will be documented and provided to the permit administrator. Costs in excess of the year-end 1% adjusted gross revenue will be landlord responsibility and credited via a Granger-Thye fee offset claim or payment.

Costs for treatment and removal are expected to be reasonable and can include costs for services obtained by the holder (competitive bids required). The holder is liable for damage

occurring from hazard tree removal, whether it is from their own workforce or a hired/contracted workforce.

Operation of machinery in the campgrounds must be prior approved by the PA.

Hazard tree removal standards include:

- Hazard tree removal must be done in a safe manner to protect employees, the public and property from injury or damage.
- All stumps from hazard tree removal shall be flush cut to ground level in order to reduce tripping hazards.
- Logs and limbs will be bucked into firewood lengths.
- Green slash and wood should be treated immediately. Such treatment may include stacking, piling or removal.
- 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.
- Bucked trees and slash may be transported to a suitable Forest Service site to be determined annually.
- Wood from hazard trees cannot be sold by the holder to campers or other entities, unless purchased by the holder.

#### **5D. Pruning of hazard trees and general pruning**

Pruning of trees must be pre-approved by the PA. The holder will identify pruning needs in the annual site inspection or during the hazard tree inspection.

The main reasons for pruning are clearances above roads or sites for vehicles, above roads, sites or designated paths for walking, maintaining clearances alongside roads, trails and paths and for visibility of signage or other reasons.

Pruning must be done in a manner to allow branches to heal over effectively. It also must be done to maintain the character of the tree. Tree removal may be more appropriate than excessive pruning. See Appendix 25.

If pruning is identified as a means of eliminating a tree from being a hazard, the costs will be included with other hazard tree costs.

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Pruning is not recommended in aspen or cottonwood. Removal is the preferred method of treatment for these tree types, if hazards develop (dead limbs, etc.)

**5x. Proposal Content**

*Provide a hazard tree identification/inspection and removal plan. (Address training in the Staffing and Training Section.)*



## **6. Communication Systems**

The holder is required to provide a dependable and timely means of communication (e.g., two-way radios, cellular phones, satellite phones, “spot” devices, etc.) between your employees and managers, the Forest Service, and emergency response agencies. See Table 2 of the prospectus for sites with landline telephone service. The use of radio frequencies and equipment owned by the Forest Service will not be authorized.

Due to the nature of the terrain and infrastructure on this forest, land-line and cell phone communication at all staffed sites is not possible. It is important that communication to EMS or Law Enforcement can be accomplished from each staffed site. This network may include a variety of technology and points of contact within the holder organization, on the way to contacting identified agencies.

Landlines are probably the cheapest and most reliable communications devices. Cell phones and enhanced power or antenna on cell devices may be needed. Spot devices which can transmit a code to a designated recipient (within the holder organization) may be needed. Lastly, satellite phones may be needed. For relatively proximal sites, such as some sites on Grand Mesa, Taylor Canyon or Matterhorn/Sunshine, travel by vehicle to may be used. A communication network plan is needed.

In Section 20 - Administration, your operating plan will need to contain the current list of outside agency contacts, identify who, in your organization, will make contacts with the outside agencies and your staff contact info for all sites for emergency(urgent) and non-urgent situations.

Timeliness of communications is important. You should estimate your timeliness of communications for emergency (urgent) communication from each site. We understand that unstaffed sites will be slow. Staffed sites without direct communication connections will be slower. Staffed sites with direct communication will be rapid. We will evaluate your communication plan based on your description of the communication means and your estimate of responsiveness.

### **6x. Proposal Content**

*Describe how you will have communication to/from all sites; include the means of communication and your estimate of timeliness in case of emergencies.*

## 7. Law Enforcement and Emergency Response

Forest Service, state, and local law enforcement and the holder each have roles in the law enforcement process at recreation sites operated under permit. The permit holder should establish working relationships with local law enforcement and emergency response officials.

Law enforcement authorities and responsibilities at holder operated sites are outlined in Appendix 8: Law Enforcement in Forest Service Concession Campgrounds (FSM ID 2340-96-1).

The Forest Service law enforcement (LEO) and related County Sheriff contacts are:

### Grand Valley Ranger District

LEO Vacant	970-242-8211	Mesa County Sheriff:	970-244-3500
		Delta County Sheriff:	970-874-2000

Contact District Recreation Staff – Loren Paulson

### Norwood Ranger District

Dave Closson	970-327-4261	San Miguel County Sheriff:	970-728-4442
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### Ouray Ranger District

Steve Williams	970-240-5421	Ouray County Sheriff:	970-325-7272
	970-456-3555		

### Gunnison Ranger District

Mike Fuller	970-642-4428	Gunnison County Sheriff:	970-641-1113
		Hinsdale County Sheriff:	970-944-2291
		(Lake City)	

### Paonia Ranger District

LEO Vacant	970-537-4131	Gunnison County Sheriff:	970-641-1113
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Contact District Recreation Staff – Albert Borkowski

### 7A. Holder's Responsibility for User Compliance with Laws and Regulations

The holder will be responsible for posting of Rules and Regulations at these areas, which will be supplied by the Forest Service.

The holder is expected to inform visitors of the rules and regulations applicable to use and occupancy of the recreation sites under permit. Forest Service rules/regulations for occupancy and use of Developed Recreation sites are generally adequate for protection of the resources, infrastructure and public safety. The holder's employees are expected to do their best to gain visitor compliance with Forest Service rules and regulations through informing visitors of the rules and approaching visitors to remind them of rules when violations occur.

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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 their own safety and immediately (within 24 hours) contact the nearest appropriate law enforcement authority.

The Forest Service expects that the holder will inform visitors of the following rules (based on Forest Service regulations or orders):

- Fee Collection timeframe will be that all guests will be given a minimum of 30 minutes or a reasonable time to pay site and/or Day Use Fees.
- Failing to have at least one person occupy a camping site during the first night after camping equipment has been set up - without permission.
- Checkout time is at 1:00 PM.
- Exceeding stay limits (14 days out of 60 days, 7 days at some sites and 30 days at others).
- Building campfires in places which are not designed for them.
- Leaving campfires unattended.
- Improper use of vehicles, including automobiles, motorcycles, and all-terrain vehicles.
- Camping in non-designated sites or locations within the campground.
- Exceeding the site capacity for number of campers or vehicles.
- Parking a vehicle off of a road, a spur or other designated place or where marked as “No Parking”
- Non-adherence to “Quiet Time” as established throughout the recreation areas from 10PM to 6AM.
- Making noise exceeding reasonable disturbance thresholds at any time.
- Improper disposal of waste-water and sewage.
- Bathing or washing dishes or equipment at water faucets or in buildings not designed for bathing.
- Pets must be on a leash.
- Visitor occupancy will be kept at or below site capacity.
- Vehicles will kept at or below site capacity

**Group Site Rules/Regulations**

- Permits – group events, not required for groups within published capacity at designated group areas.
- Sound Systems – may not exceed reasonable disturbance thresholds

The following table, Table 7A., lists some of the rules and responses. A fully developed table will need to be developed for the first year operating plan.

**Table 7A. Table of Responsibilities for Compliance with Laws and Regulations on National Forests in Developed Sites.**

Law/Regulation	Concession Resp.	FS Jurisdiction	Sheriff Jurisdiction	Urgency
Fee Payment at Concession	Inform/Gain/Rept.	None, but can help gain	Yes, Innkeeper Rules	Non-urg.

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Sites				
Dogs off Leash	Inform/Gain/Rept.	Non – FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	Yes, if county reg. applies	Non-urg.
Noise/Disturb.	Inform/Gain/Rept.	Non – FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	Yes, if county reg. applies	Non-urg.
Unsafe Fire	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	Yes, if county reg. applies	Depends on weather
Illegal fires/burning during restrict.	Report	Non – FPO Report FPO/LEO – 1 <sup>st</sup> Resp	Yes	Urgent
Theft/Damage to FS Property	Occurring Now– Inform/Report Later Discovery - Report	Non – FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None	Depends
Theft/Damage to Private Property	Occurring Now– Inform/Report Later Discovery - Report	All – Inform/Gain/Rept.	Yes	Depends
Assault/Battery	Occurring Now– Report Later Discovery - Report	Non – FPO Report FPO/LEO – 1 <sup>st</sup> Resp	Yes	Urgent
Discharge Weapons	Inform/Gain/Rept.	Non – FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	Yes	Urgent
Tents not in proper places	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None.	Non-urg.
Camping too close to CG or in parking areas where not allowed	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None.	Non-urg.
Stay Limit	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None.	Non-urg.

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Parking Improperly	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None.	Non-urg.
Improper Disposal Water/Sewage	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None?	Depends
Improper Disposal of Trash/Litter	Report	Non – FPO Report FPO/LEO – 1 <sup>st</sup> Resp	Yes	Non-urg.
Improper ATV use	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None.	Non-urg.
Excessive Speed in CG	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None?	Non-urg.
Improper use of hydrants	Inform/Gain/Rept.	Non - FPO Inform/Gain/Rept. FPO/LEO – Gain/Enforce	None?	Non-urg.

Inform/Gain/Report, mean to inform the visitor and attempt to gain compliance by asking them to comply if they don't respond to being informed about the rule, regulation or law. This applies for all FS regulations at concession operated sites. In cases where violence is occurring, discretion/judgment about any intervention should be used, reporting may be the most appropriate response.

FPO/LEO has authority to enforce in a manner appropriate to the situation.

**7B. Holder Rules of Use and Compliance**

The holder may propose “Holder” rules of use and a compliance plan for approval by the Forest Service. “Holder” rules of use are discouraged, except for payment of fees, which is the holders’ responsibility.

The holder may propose that the Forest Service adopt new, or change existing, rules of use/regulations. Such changes are a deliberative process, and may take a period of time to process, unless there is an emergency need.

**7C. Vandalism**

The holder should take reasonable measures to discourage and prevent vandalism and disorderly conduct. The holder is responsible for repairing all vandalism that occurs during the permit tenure.

#### **7D. Emergency Response and Evacuation**

Various types of emergencies may occur in and around facilities covered under the permit: medical, law enforcement, facility breakdown, fire, or flood. The holder should be prepared to respond to any emergencies in the appropriate manner. Holder will have emergency response and evacuation plans. Hosts will be trained and knowledgeable for emergency response and evacuation (addressed in training section).

#### **7E. Incident Reporting**

The holder shall be responsible for reporting acts of vandalism or destruction to personal property to the PA after notifying the appropriate county sheriff's office. The holder shall be responsible for reporting acts of vandalism or destruction to government property to Forest Service law enforcement. The report shall be made to the authorized Forest Service official within 24 hours of the acts being discovered.

It is important for the holder and for the Forest Service to be aware of situations and interactions that occur at the facilities being managed.

Example situations that require notification of the Permit Administrator include:

- Damage or destruction of Forest Service property
- Incidents when FS or local law enforcement is involved
- Incidents between campers which the holder is made aware of or witnesses
- Incidents between campers and the holder's employees
- Incidents that required EMS response

The holder is required to report all injuries that require more than basic first aid, accidents or medical emergencies involving visitors or employees in connection with operation of this permit. Reports will be submitted as soon as practical. The holder shall contact the Field Administrator immediately for item a, and within 24 hours for b and c, following incidents within the authorized facilities or with the holders' equipment if the equipment is off-facility:

- a. Any incident resulting in death, permanent disability, or personal injuries that are life-threatening or likely to cause permanent disability or death by any other cause;
- 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 PA or FA of an incident, the holder shall specify when, where and how it occurred, and who was present or affected by the event. The holder will follow-up on all incidents with a complete written report to the Forest Service with 10 business days of the incident.

#### **7x. Proposal Content**

*Describe how the public would be informed of Forest Service rules of use and how attempts to achieve compliance would be made.*

*Submit proposed holder rules of use and a compliance plan.*

*Define the holder incident reporting process.*

*Provide an emergency response (including evacuation) plan for medical emergencies, search and rescue situations, law enforcement crimes against persons or property, and weather related events (floods, fire, wind-caused downfall, etc.). You may address this topic in general and with statements of intent, complete plans will be expected should you be selected for this permit.*

*An example emergency response and evacuation plan for the perils described in Section 3C for One Mile CG must be provided in the proposal. Site-specific response and evacuation plans will be a requirement for the holder upon permit issuance.*

## **8. Herbicides, Pesticides, Rodenticides and Noxious Weeds**

In order to ensure environmental protection and public safety, prior approval is required for use of herbicides, pesticides and rodenticides to control undesirable vegetation, aquatic plants, insects, rodents, or other pests and weeds without prior written approval from the Forest Service, except as indicated below.

“Off the shelf” pesticides, herbicides and rodenticides intended for home use may be used without further approval if type and locations are approved in the annual operating plan. Any storage or use of chemical products shall be in accordance with manufacturer instructions and is the responsibility of the holder.

Undesirable ground vegetation can grow in site spurs, walking paths or within road prisms. The holder is responsible for treatment of this type of vegetation in an acceptable manner in order to prevent it from encroaching upon, or obscuring the site.

Pesticides or rodenticides will generally be used with structures or developed facilities.

Posting of herbicide, pesticide or rodenticide application (including prior notification for visitors) may be required.

A request for approval of planned uses of herbicides, pesticides or rodenticides, other than “Off-the-shelf”, shall be submitted annually by the holder on the due date established by the PA. Any request for use shall cover a 12-month period of planned use, beginning three months after the request 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 (see clause V.D. in Appendix 4: Concession Special Use Permit [FS-2700-4h]).

The holder is responsible to identify noxious weed infestations within their permitted boundaries. This includes educating employees about noxious weeds that have the potential to be in their area and identifying, recording and notifying the permit administrator about these infestations.

The holder must actively prevent any new and/or the increase of existing infestations by holder operations. This would include preventing introduction of weeds from holder personnel or equipment. The holder is also responsible for active prevention and control of weeds that result from ground disturbing activities carried out under this permit.

The holder should follow best management practices to minimize the introduction and spread of invasive weeds.

1. Learn to recognize invasive weeds that currently exist in the area.
2. Wear outer layers of clothing and footwear that are not “seed-friendly”. Use low tread foot-wear, avoid cuffs, knits, Velcro, or other fabrics that seeds can stick to.
3. Inspect and clean clothing, footwear, gear, and animals for seeds and plant parts before and after use.



4. Clean equipment, vehicles and trailers prior to bringing onto the Forest.
5. Stay on designated trails, roads or other developed areas (outside of marked infestations).
6. Avoid areas that appear to be infested. If in doubt, stay out.
7. Report new infestations.
8. Use certified weed free forage for horses and livestock (regulation).
9. Share this information with visitors.

The list of weed species of concern is the Colorado State Noxious Weed list A, B, and C (Forest Service will provide a copy of the list). Several species are known to be present in or near sites included in this offering. Species of priority concern in Montrose County are: White top (hoary cress), spotted knapweed, yellow starthistle, purple loosestrife, yellow toadflax, Russian knapweed, diffuse knapweed, tamarisk.

For species which require herbicide treatment to control, the concessionaire would be required to report those species to the Forest Service when found. (i.e. toadflax, knapweeds, Canada thistle, etc.) For bi-annual species that can be controlled by pulling or chopping (plumless thistle, musk thistle, houndstongue, oxeye daisy, etc.), the concessionaire will be responsible for that type of treatment. Do not attempt to control knapweeds by pulling, as they may be carcinogenic through the skin.

The Forest Service may conduct monitoring/treatments within developed sites annually which may include the use of herbicides. The holder will be notified of the anticipated treatment timeframes in advance. Attempts will be made to contact campground hosts prior to any herbicide treatments.

## **8x. Proposal Content**

*Describe how you plan to identify noxious weeds and/or other nuisance vegetation or pests in the permit area.*

*Describe how you plan to control un-desireable ground vegetation. Include your training, application and storage plans (you may refer to hazardous materials storage plans from Section 3).*

*Describe how you plan to use rodenticides or pesticides to control rodents or insects. Include your training, application and storage plans (you may refer to hazardous materials storage plans from Section 3).*

## 9. NRRS Operation and Management

The permit holder is responsible for operating and maintaining the National Recreation Reservation System (NRRS) through Reserve America which is currently at recreation.gov. The permit holder will work with the PA to identify the total number of sites residing on the reservation system, understanding that the total number of sites should not exceed 80% of total inventory. Reservations will be available from Memorial Day, or an agreed upon later date, through the Sunday of Labor Day weekend. Before and after these dates, when the sites are open they will be available to the public on a first come, first service basis. The reservation starting and ending dates will be subject to the PAs' recommendation based on site accessibility due to weather conditions or other factors that affect facility operation.

When the NRRS is utilized, the permit holder is responsible for on-site administration and will be required to:

- Identify a person as point of contact to the NRRS contractor, and provide adequate training to personnel for operation of the NRRS.
- Obtain daily arrival reports (DARs) from the NRRS contractor as necessary to manage reservations at facilities under permit.
- Develop a system for posting reservations at the sites so other visitors know which units are reserved or are reserveable.
- Post and hold reserved sites for 24 hours (until check-in time the following day). Posting of reserved sites should be 4 days (or the minimum reservation window) prior to use.
- Ensure that the party with the reservation is the party using the site.
- Resolve any disputes over the use of reserved sites by drop-in campers.
- Verify that visitors hold a National Parks and Federal Recreational Lands Pass (Senior or Access) authorized under the Federal Recreation Enhancement Act (REA), 16 U.S.C. 6801-6814, or a Golden Age or Golden Access Passport before giving the discount on fees for those passes (*see* section II.B).
- Develop inventory data for sites being added to the NRRS, and update data for sites currently in the NRRS (including fees charged the public and temporary site closures). Submit data to the NRRS, through the permit administrator or designee, at least annually for data updates. Group Site information to be updated by May 1 of the prior year. CG information to be updated by November 1 of the prior year.
- Communicate to the NRRS, through the permit administrator or designee, any emergency closures or other relevant operational changes as they occur.

- Approve customer refunds as appropriate, and process them through the NRRS. NRRS refund policies can be found at <http://www.reserveusa.com>
- Minimum stays will not be allowed to be imposed or required of the visitors.

Because reservations can be made up to a year in advance for group sites and up to 180 days in advance for family sites, the NRRS will be accepting reservations for the 2013 operating season prior to permit issuance. Fees received by the NRRS for reservations after December 31, 2012, will be held by the Forest Service and distributed following issuance of a special use permit, to the successful applicant. In the final year of the permit, fees will be held in the same manner until a new permit is issued. The permit holder will honor reservations made prior to issuance of the permit at the price in effect when the reservations were made.

The NRRS at [recreation.gov](http://recreation.gov) will include all sites under this permit, including non-reserveable sites. The holder will be responsible for operation of the NRRS and other information at [recreation.gov](http://recreation.gov).

Current facilities and sites in NRRS are listed in the prospectus - Tables 2. The Forest Service is interested in expanding reservations to campgrounds with more than 10 units (see Table 2 of prospectus, sites identified with "R").

#### **9A. NRRS Operation Standards**

- 1) The point of contact will be adequately trained and will have adequate equipment to effectively manage the system.
- 2) The holder will ensure that NRRS provides accurate information at all times. The information that appears to the public will present accurate facility description and pricing information. Information will be reviewed to ensure that it is accurate. As discrepancies are discovered, the holder will work with NRRS to resolve the discrepancy. Adequate logging of communications will be maintained to demonstrate diligence to resolve errors.
- 3) Modifications to NRRS information will be presented to the PA for review and approval prior to submitting to the NRRS. Emergency changes may be submitted concurrently to NRRS and the PA without prior approval.
- 4) The holder will strive to present information that is most useful to the public, creates reasonable expectations about the facilities, is written with professional wording and reads in an understandable manner.
- 5) The holder will explain the refund process and facilitate that process for visitors who depart early or are unable to make their trip.
- 6) The holder should respond to refund requests within 5 business days and demonstrate on-going, timely communications to resolve the claim. Indicate your time frame for response.
- 7) The typical advance reservation window should be as short as possible, but not more than 4 days. Indicate your advance reservation window.

**9B. NRRS Additional Sites**

- 1) In the list of sites in the prospectus or operating plan, a number of sites are identified as requested to be added to NRRS. Please respond to those requests.

**9x. Proposal Content**

*Describe how you would operate and manage the NRRS. This includes identification of roles of various staff for maintaining the information at NRRS, for distribution of DARS and for processing refunds. Also, include the procedures you will use to accomplish NRRS related tasks.*

*Identify the facilities and sites that you expect to operate under NRRS.*

## **10. Site/Facility Operation and Maintenance**

The holder is responsible for all tasks associated with the daily operation and maintenance of the site under this permit. The holder shall be responsible for meeting the standards listed below when operating, cleaning and maintaining facilities.

In accordance with the permit terms, the holder is responsible for all accidental damage and vandalism during the period of operation identified in the annual operating plan. This includes replacement of items to the identical form and quality as the damaged item.

### Operation

Operation activities are those which pertain to preparing sites for use by visitors, keeping any buildings or other facilities in working order to ensure provision of the amenities available at the site.

### Maintenance and Reconditioning (M-R)

An example of the M-R plan is displayed in Appendix 12. The example plan shows the Forest Service expectations. The holders' proposal and any modifications will become the M-R plan under the permit. Maintenance standards, as outlined in the prospectus as modified by the proposal or subsequent operating plans will be observed.

### **10A. General Requirements**

#### **10A1. Reports and Inspections**

A Facility Inventory and Condition Survey (Inspection) will be completed and submitted to the PA before site opening. The report will provide data on condition of such facilities as toilets, picnic tables, fire rings, barrier posts, etc. The inspection will be documented in a format approved by the Forest Service. An example is shown in Appendix 3.

The holder will submit monthly reports that document during season inspections and repair or safety needs found and if they have been corrected.

Site Safety and Hazard Tree inspections will occur before, during and at the end of the season. See previous sections for details.

#### **10A2. Interference with Normal Use of Recreation Sites/Facilities**

Operation, maintenance, and cleaning of grounds and facilities can interfere with the recreational use of the areas by the visiting public. The objective of the Forest Service is to limit this interference to the maximum extent possible.

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

- 1) Holder should identify shower cleaning times for Matterhorn that minimize the impact to visitors.

- 2) Holder should identify typical toilet inspection and cleaning times for toilet facilities.
- 3) Holder should have the capacity to clean sites prior to re-occupancy at check-in time.

## **10B. All Facilities or Features**

### Operations

- 1) Facilities will be kept clean and well-maintained.
- 2) 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. Inspections are conducted during and after the season, also. See previous sections for safety inspections including hazard trees.
- 3) High risk conditions that develop during the use season are mitigated or the site is closed.
- 4) Electrical, water and sewage systems are operated to meet applicable state and local regulations.

### Holder Maintenance

- 1) Graffiti is removed within 24 hours of discovery or notification.
- 2) Vandalism is corrected or mitigated within one week of discovery or notification.
- 3) Facilities, when designed as accessible, will be maintained in an accessible condition.
- 4) Fill rodent holes at any constructed feature – sidewalks, building, steps, paths, roadway, etc.
- 5) Wood, metal or plastic surfaces may be treated with stain, paint or other substance. These surfaces require periodic maintenance. In the standards below, the phrase treated or treatment will mean periodic maintenance to protect the surface with a treatment of the previously applied type, such as paint or stain.
- 6) Paints and stains should not be allowed to drip on the ground. A site may need to be closed for painting or staining.
- 7) Adequate time to perform the work must be planned. Sometimes, the work is most efficiently done later in the summer or after Labor Day.

## **10C. Grounds**

### Operations

- 1) Developed sites shall be free of litter and domestic animal waste. Trash and litter will be removed from access roads, parking spurs and areas, toilets, near water hydrants, at campsites, picnic sites or other locations within the site/facility.
- 2) Litter pick-up will occur around the lakes and along streams adjacent to the developed recreation sites under permit, within the recreation site boundary.
- 3) Loss of vegetation and erosion caused by recreation use will be documented and submitted to the PA. The holder may have responsibility for mitigating erosion, depending on the reason for the loss of vegetation or the reason for the erosion. The means of mitigation must be approved by the Permit Administrator.

Holder Maintenance

- 1) 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 features or structures unless otherwise agreed to, in writing, by the PA.
- 2) Grass and overhanging brush/branches are kept trimmed around tables, bulletin boards, water hydrants, barriers, signs, buildings, parking areas, paths, living spaces, tent sites, fire rings, and other facilities.
- 3) Nails, ropes, wire, etc. will be removed from trees whenever found.

**10D. Tent and Activity Pads**

Operations

- 1) Pads will be cleaned and raked between occupancies.

Holder Maintenance

- 1) Pads will be kept free of vegetation.
- 2) Pad borders will be kept free of vegetation and soil.
- 3) Pad borders will be shored up when erosion under-cuts them.
- 4) Pad borders will not be cut or modified for drainage.
- 5) Pads will not have holes dug in them to enhance drainage.
- 6) Pads and borders will be repaired if damage occurs (e.g. after a heavy rain).

**10E. Tables and Benches**

Operations

- 1) Excessive grass or vegetation shall be trimmed from around the table area when the table is not in a defined pad.
- 2) Tabletops and seats shall be clean and kept free of dirt and grease.
- 3) Ensure tables remain anchored and properly secured where intended.
- 4) Inspect table bases for integrity.
- 5) Ensure adequate clearance for accessibility.

Holder Maintenance

- 1) Tables and benches shall be level.
- 2) The holder shall maintain existing gravel, or other approved material around tables to prevent mud and erosion. When gravel is no longer adequate, the PA should be notified.
- 3) Tables and benches that have been treated will be re-treated when the surface has flaked, blistered or worn to the point of not appearing in good condition or every 3 years, which-ever occurs first, with FS approved treatment.
- 4) Table and bench planks that are damaged and can be returned to a smooth and safe condition will be sanded or planed to return the planks to a smooth and safe condition as soon as possible.

- 5) Table planks that are missing or damaged to the point that they cannot be returned to a smooth and safe condition will be replaced by the holder as soon as possible. Planks that are broken and rotted through normal aging will be considered landlord responsibility.
- 6) Metal, plasticized expanded metal or other tops that have been damaged will be reported to the PA upon discovery.

## **10F. Fire Rings and Grills**

### Operations

- 1) Fire rings and grills shall be free of litter, ashes, and unburned material before subsequent occupancy. Grill surfaces will be free of grease and food particles before subsequent occupancy.
- 2) All ashes must be disposed of off National Forest System lands and in accordance with state and local laws and regulations. Ashes shall not be placed in dumpsters or trash cans while hot.
- 3) Clear all combustible materials and vegetation away from fire rings to a minimum of three (3) feet.
- 4) 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.

### Holder Maintenance

- 1) Where gravel has been displaced from around fire-rings, the material will be moved back to prevent mud and erosion. When gravel is no longer adequate, the PA should be notified.
- 2) Fire rings shall be level.
- 3) The fire surface level in accessible fires rings shall be maintained at 9" or higher. This is accomplished by refilling with gravel of appropriate size.
- 4) The ground level under non-accessible fire rings shall be maintained with adjacent ground level.
- 5) Grill surfaces and handles shall be repaired to original design condition, unless the parts are beyond reasonable use. A determination will be made by the PA as to excessive damage by users or if the fixture has outlasted its useful life.

## **10G. Interior and Boundary Fences**

### Operations

- 1) Fences will be inspected annually for safety and condition.

### Holder Maintenance

- 1) Painted or stained fences will be treated when the surface has flaked, blistered or worn to the point of not appearing in good condition or every 3 years, whichever occurs first.



- 2) Visitor damaged, vandalized or missing fences shall be replaced within one week.
- 3) Fences will be straightened, stabilized, tightened, etc. , as needed.
- 4) If the fence is past its useful life based on weathering or other factors, then the Forest Service will be responsible for replacement.

## **10H. Food Lockers**

### Operations

- 1) Food lockers will be cleaned out and inspected between occupancies.

### Holder Maintenance

- 1) Food lockers must be maintained in a functional work condition as designed; and broken or malfunctioning latches, chains or other appurtenant features must be repaired or replaced in a timely manner.

## **10I. Campsite/Unit Markers**

### Operations

- 1) Holder is responsible for ensuring site numbers and fee receipt clips/holders and reservation tags (as needed) are present and in good condition.

### Holder Maintenance

- 1) Replacement of numbers and clips/holders are the responsibility of the holder. Deviation from the sites' typical numbers or clips/holders requires PA approval.
- 2) Holder is responsible for painting or staining site markers when needed or every 2 years.
- 3) Painting/Staining must not bleed into or onto numbers, clips or holders. Paint and stain must be approved by permit administrator.
- 4) Holder is responsible for ensuring that posts are perpendicular to the ground.
- 5) Holder is responsible for replacing posts that are damaged by vehicles or visitors within 1 week. Post must be approved by PA. Temporary site markers must be placed immediately upon discovery that posts are missing or damaged.

## **10J. Signage, Bulletin Boards, Fee Stations**

This section addresses information, directional and site ID, bulletin boards and fee stations. It does not address traffic control signage.

### Operations

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

- 2) All signs will be inspected weekly and must be in good condition (neat, clean, not faded or torn, etc.).
- 3) A bulletin board (most importantly, the entrance bulletin board) signage plan must be submitted annually. This plan will include dimensions of the bulletin boards and the name/topic and dimensions of the signs to be placed on the boards.
- 4) Proposed signs must be approved by the PA as to location, design, size, color, and content.
- 5) Permit holder responsible for providing all standard posters identified in the sign plan. Posters should be plastic. Most required posters are available from Unicor.
- 6) Homemade signs or posters are not permitted unless approved by PA. Computer generated signs may be used temporarily for unexpected situations (e.g., if restrooms or water systems are inoperable).
- 7) Commercial advertising is not allowed.
- 8) Fee changes (any) and closures (that are anticipated) will be posted 2 weeks before the change.
- 9) Shoulder season bulletin board signing shall include information as to whether or not potable water and trash service are available and what the expected closing date of the facility is.
- 10) When the site is closed, use the standard (Unicor) "Campground Closed for Season" sign.
- 11) Postings from outside entities not authorized by the PA are to be removed upon discovery.
- 12) Site Identification signs will be kept free of unofficial signs.
- 13) FS provided signs will be inspected as part of the annual and on-going inspection

#### Holder Maintenance

- 1) Damage to signs, bulletin boards, and fee stations will be repaired within one week.
- 2) Signs posts will be straight.
- 3) Signs, bulletin boards and sign posts composed of wood, will be stained or painted as in Holder Maintenance – 10B, using specified colors, which are the Forest Service standard or other colors as approved by the PA. Sign posts that are metal will be painted to match existing colors or Forest Service standards as approved by the PA.
- 4) Interior routed signs will be refurbished as needed.
- 5) When Site Identification signs are damaged or weathered, they will be sanded and repainted in a professional manner, prior to season opening. Signs may be removed for the winter season to facilitate maintenance. If damage occurs during the season, immediate repairs should be made. Consult with the PA for these situations.

#### **10J1. Holder Identification 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 fee station of all sites. The sign must include contact information for both the permit holder and Forest Service and how to contact the Forest Service Permit Administrator. The holder may use Forest Service *fee area* signs.

Provide a representation of the signage here. Ensure that the text is discernable to be able to evaluate the content.

### **10J2. 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. A substitute sign may be proposed to the PA. Criteria for approval include but are not limited to matching the wording on the standard signs.

### **10J3. Fee Stations - Fee Tubes and Fee Envelope Boxes**

- 1) The holder is responsible for locking mechanisms at fee stations.
- 2) Fee tubes will be painted as in Holder Maintenance – 10B, either in green or in brown as approved by the PA. The paint should be semi-gloss, rust-resistant enamel. Paint will not be spilled on the ground, sidewalks or other structures.
- 3) Signs on fee tubes must be neat. Signs may be stickers that are attached to the tube.
- 4) Fee envelope boxes may be attached to fee station information boards. Information posted on the boxes must be neat. Stickers may be attached to the boxes. The box needs to have a surface for filling out the information. The fee envelopes must be easily retrievable from the box. The box must have a writing implement available at all times. The condition of the box, metal or wood must be good. When the box is worn-out, splintering or damaged, it must be repaired or replaced by the holder.

### **10K. Equestrian Sites**

The only designated equestrian sites are at: (none identified at this time).

#### Operations

- 1) Corrals will be cleaned when vacated and before the next occupancy.

#### Holder Maintenance

- 1) Holder is responsible for supplying and replacing bedding material. Bedding material must be certified weed free. Bedding material must be approved by the permit administrator.
- 2) Holder is responsible for maintaining corrals in good and safe condition.

### **10L. Playgrounds and Related Equipment**

The holder is responsible for maintenance of playground equipment. Sites with playgrounds include: (none identified at this time).

#### Operations

- 1) Conduct weekly safety inspections. Particularly look for rot, rust, sturdiness, sharp edges, missing pieces. Look at the condition of the ground, particularly where people launch, land, or walk.

- 2) Conduct daily inspections to look for similar deficiencies as in the annual inspection.
- 3) Notify the PA when a safety hazard exists. Close the facility or portion of the facility where the hazard can be isolated.

#### Holder Maintenance

- 1) Replace missing pieces.
- 2) Treat sharp edges.
- 3) For wooden structures, paint or stain when the surface has flaked, blistered or worn to the point of not appearing in good condition or every 3 years, which-ever occurs first.
- 4) For more information on playground safety standards, see <http://www.cpsc.gov/cpsc/pub/pubs/325.pdf>

#### **10x. Proposal Content**

*Describe your operation and maintenance procedures for all items in Section 10.*

## **11. Standards for Building Operation, Cleaning and Holder Maintenance**

### **11A. General Building Operations and Maintenance**

These clauses apply to all buildings.

#### Operations

- 1) Inspect building annually or after an incident for damage of any kind. Report damage to PA.
- 2) Ensure that buildings lock.
- 3) Building interiors shall be kept free of dirt, trash, insects and spider webs. All graffiti shall be removed upon discovery.
- 4) Building exteriors shall be free of graffiti. All eaves will be kept free from wasp nests, bird nests and spider webs, etc.
- 5) Buildings used for material storage will be tidy. Materials may not be stored outside without permission from the PA.
- 6) The outside steps and exterior of buildings will be kept free of dirt and debris.
- 7) Windows will be kept clean and functional.
- 8) Screens will be kept clean, in-place and functional.
- 9) Carbon monoxide detectors are required in all buildings using a combustible fuel. Holder is responsible for providing detectors if no detector is permanently wired to the building.
- 10) Fire/smoke detectors are required in all buildings with power or combustible fuel. Holder is responsible for providing detectors if no detector is permanently wired to the building.
- 11) Ensure that building wiring is protected. Ensure that lights are shatter-resistant.
- 12) Inspect siding and trim for condition. Report, to the PA, gaps in caulking, damaged or dried out siding (stained or painted surfaces), etc.

#### Holder Maintenance

- 1) The holder will be responsible for painting or staining building interiors as needed as determined by the PA. The Forest Service will provide paint and stain specifications for each building.
- 2) Trim, flashing, roofing will be re-attached as necessary.
- 3) Any building modification requires prior approval by the PA.

### **11B. Water System Building Operation and Maintenance**

#### Operations

- 1) Ensure adequate ventilation when generators are present.
- 2) Ensure that generators are not causing heat damage to the building structure.
- 3) Ensure that generator exhaust system is working properly.

- 4) Storage of equipment or supplies, except water system related supplies, is not allowed in water system buildings. Storage of hypo-chlorite (unscented Chlorox or other NSF 60/61 approved) is allowed for less than 5 gallons.

#### Holder Maintenance

- 1) If problems exist for any aspect of the building, notify the PA.

### **11C. Vault Toilet Building Operation and Maintenance**

#### Operations

- 1) All toilets at a site must remain fully operable during the peak season. Any planned closure must be approved in the annual operating plan. Closure due to cleaning or maintenance should be minimum duration. Closure due to excess waste in the vault is not acceptable.
- 2) Toilets are inspected to ensure that toilets are clean and stocked with toilet paper.
- 3) Toilet paper holder – locks are to be provided by the permit holder.
- 4) To keep humans from unhealthy exposures to human waste, the waste is removed immediately upon discovery or notification.
- 5) Any fly strips, deodorants, air fresheners, disinfectants, or signs will be supplied by the permit holder and approved by the PA in order to ensure environmental protection and public safety.
- 6) Toilets risers, seats must be cleaned with appropriate concentration of antibacterial agent.
- 7) Ensure that screens are in place. Ensure that door sweeps are in place.
- 8) Ensure that the floors are swept out and free of debris.
- 9) Door handles must be cleaned with a separate antibacterial agent, than that used to clean risers and seats. The same antibacterial agent used on door handles may be used to clean faucet handles on water hydrants.
- 10) Inspect doors and door locks for proper function.
- 11) Ensure that no light bulbs are exposed in the publicly available portion of the building. Ensure that lights are operating properly.
- 12) Ensure the GFI circuits are operating properly.

#### Holder Maintenance

- 1) Restrooms are functional and in good repair. Minor maintenance items such as missing signs, screens, vents or hardware problems will be corrected within one week of discovery, except door locking mechanism will be fixed immediately.
- 2) Repair damage caused by vandalism. Repair plan must be approved by PA. Repair plans using metal to cover holes in wood will not be approved. Specific concrete patching/touch-up paint is available for concrete toilets.
- 3) Repair screens that allow insects to pass through.
- 4) Repair or replace door sweeps when they are broken or non-functional.
- 5) Floors should be painted annually, unless excepted by the PA, with an approved epoxy paint and non-skid surface.

- 6) Vault lids may have hasps to lock the lid. The permit holder is responsible for providing locks for these.
- 7) Do not add additional roll holders without approval of PA.
- 8) Holder is responsible for damage to door locks from vandalism or camper abuse. Installation of slide-bolt locks will not be permitted, unless they meet ADA requirements or are excepted by the PA.
- 9) Inspect vent stacks for proper function, including screens and caps. Ensure stacks are free from obstructions. Pay close attention to round metal stacks. Notify the PA if a metal stack no longer has integrity.

## **11D. Flush Toilet Building Operation and Maintenance**

### Operations

The standards, from Section - 11C - Vault Toilet Building Operation and Maintenance, apply here also.

Additionally,

- 1) Ensure that water temperature is properly controlled to prevent scalding.

### Holder Maintenance

- 1) Restrooms are functional and in good repair. Minor maintenance items such as missing signs, screens, vents or hardware problems will be corrected within one week of discovery, except door locking mechanism will be fixed immediately.
- 2) Repair damage caused by vandalism. Repair plan must be approved by PA. Repair plans using metal to cover holes in wood will not be approved. Specific concrete patching/touch-up paint is available for concrete toilets.
- 3) Repair screens that allow insects to pass through.
- 4) Repair or replace door sweeps when they are broken or non-functional.
- 5) Floors should be painted annually, unless excepted by the PA, with an approved epoxy paint and non-skid surface.
- 6) Do not add additional roll holders without approval of PA.
- 7) Holder is responsible for damage to door locks from vandalism or camper abuse. Installation of slide-bolt locks will not be permitted, unless they meet ADA requirements or are excepted by the PA.
- 8) No modifications can be made to any system with prior PA approval.
- 9) A locking system may be instituted to keep visitors from using the facility for bathing or sleeping with prior approval of the PA.

## **11E. Shower Building Operation and Maintenance**

### Operations

- 1) Holder is responsible for collecting fees from coin-op boxes (if present). These fees will be reported as income.

- 2) Shower building should be kept in clean condition during hours of operation. Preferred hours of operation are 6am to 10pm.
- 3) Develop a cleaning schedule that minimizes interference with guests. Typically this would be late morning or early afternoon.
- 4) Ensure that no light bulbs are exposed in the publicly available portion of the building. Ensure that lights are operating properly.
- 5) Ensure the GFI circuits are operating properly.
- 6) Ensure that water temperature is properly controlled to prevent scalding.

#### Holder Maintenance

- 1) Flush the water heater monthly during the operating season. Holder is responsible for replacing electrical elements.

### **11F. Shelter Building Operation and Maintenance**

This includes the structure at Lottis Creek CG, and any other similar structures.

#### Operations

- 1) Rafters and open areas will be kept free from wasp nests, bird nests and spider webs, etc.

#### Holder Maintenance

- 1) Posts for pavilions must be monitored for damage.
- 2) Painting or staining of pavilions will include posts and eaves. Rafters or under-sides of roofs are not normally treated. Stains and paints must be approved by the PA.
- 3) If any shelters are historical structures, then any damage to these structures must be reported to the PA. Any routine maintenance must be prior approved by the PA.

### **11G. Misc. Storage Building Operation and Maintenance**

These buildings are available for use as part of the permit. Other requirements for use of buildings, storage of materials, staining, painting etc. apply to these buildings.

### **11x. Proposal Content**

*Describe how you will operate and maintain the buildings in this offering.*



## **12. Utility System Operation and Maintenance**

Utility systems, including electric, propane and solar are operated in accordance with state and local requirements. This section also addresses trash and recycling services as a utility system.

### **12A. Electrical Power**

The holder is responsible for electricity at all sites under this permit. Transfer of electricity accounts into the name of the holder is required at the beginning of the permit. Electricity may have been turned off by the previous holder. The cost of reconnecting electricity is borne by the new holder. A number of sites have high monthly fees, which make it advantageous to turn electric service off during the off-season.

#### **12A1. Electrical Service in/at Buildings, Structures or to the Site in General**

##### Operations

- 1) Circuits may not be over-loaded.
- 2) Exposed light bulbs must be shatterproof. No bulbs in visitor areas should be exposed.
- 3) Inspect outlets and fixtures for evidence of arc'ing, weekly.
- 4) Inspect fixtures to ensure protective screens are in place, weekly.
- 5) GFI circuit breakers must be checked/tested weekly.
- 6) If circuit breakers continue to trip, inform the PA. Do not continue to re-set the breakers.
- 7) Replace fuses with proper amperage. Do not use slow-blow fuses.
- 8) For exterior wiring, inspect conduit for weather-tightness and inspect wires at conduit ends for damage.
- 9) Inspect overhead lines and service boxes and transformers, monthly, to ensure they are free from branches, etc. and to ensure the integrity of power boxes, including locking exterior levers.
- 10) Inspect transformer pads and fill rodent holes as needed.

##### Holder Maintenance

- 1) Notify PA of exposed wiring or deficient performance. Holder has no authority to repair or modify electrical systems, unless authorized by the PA. The Forest Service requires that a licensed electrician perform work on electrical systems.

#### **12A2. Electrical Service to Campsites/Host Sites**

See Tables 2-4 in prospectus for sites with electricity.

### Operations

- 1) Ensure that electricity to sites is available whenever the campground is open.
- 2) Ensure customers' electric cords are not in continuous contact with the ground, when the ground is wet, especially for GFI circuits, as this may cause the circuit breakers to unnecessarily.
- 3) At all sites, if a breaker is tripping repeatedly, do not continue to re-set the breaker. Notify the PA of the situation.
- 4) Inspect breaker boxes monthly for damage, missing covers, breaker damage, arc'ing.
- 5) Inspect pedestal pads and fill in rodent holes as needed.

### Holder Maintenance

- 1) Notify the PA when electrical service is deficient or does not work. The holder has no authority to perform work on the electrical system, unless authorized by the PA. The Forest Service requires that a licensed electrician perform work on electrical systems.

## **12B. Water System Power Supplies**

Most water systems are supplied with grid power. Several water systems are operated by solar power and one or more systems are operated by propane generator.

For grid powered systems, the requirements for electrical supply to buildings/sites apply.

The holder is responsible for operation of the solar powered systems (Lost Lake) and for operation and maintenance of the propane generator systems (Woods Lake).

The holder must be prepared to provide back-up power for water systems in the event of a grid power failure or a problem with solar or propane power generation equipment.

### **12B1. Propane Powered Water Systems**

For propane generator powered systems:

#### Operations and Holder Maintenance

- 1) Holder will maintain records for the system. This includes when maintenance is performed on the motor or when maintenance is performed on the generator. The records will include the hour meter, if present or the gallons/pressure meter (on the propane tank) if that is the only measure available. Include date, operator and work performed.
- 2) Holder is responsible for changing the oil annually.
- 3) Holder is responsible for maintaining the oil at operating levels.
- 4) Holder is responsible for having routine maintenance performed on the generator every 3 years. This can be accomplished by removing the generator and taking it to a repair facility or having the maintenance performed on site.

- 5) Holder is responsible for the propane regulator, for fuel and for any filters, gaskets, battery, wires, etc. including any repairs or replacements that may be required from failure to perform periodic maintenance.
- 6) Holder is responsible for properly winterizing the carburetor.
- 7) Generators may need to be manually operated as the “auto-start” feature is not present to start the motor when water levels become low.
- 8) Generators may not automatically re-charge the battery. The holder is responsible for providing chargers to keep the battery charged.

### **12B2. Solar Powered Water Systems**

#### **Operations and Holder Maintenance**

- 1) Holder will maintain records for the system.
- 2) Solar panels will be secured as necessary during the off season
- 3) Solar batteries will be maintained in accordance with manufacturer specifications. Winter storage will need to maintain the charge or the holder will need to replace batteries.

### **12C. Propane Service/Tanks**

#### **Operations**

- 1) Propane tanks may not exceed 119 gallons, without PA approval.
- 2) Propane tanks, regulator and lines will be inspected during start-up. Tanks found to be empty will be pressure tested before re-filling.
- 3) Propane will be acquired and delivered by a properly licensed provider.
- 4) Tanks for hosts will be properly secured and combustible materials (such as weeds) will be removed or cut low from within 10 feet of cylinders or tanks.
- 5) Store small tanks and cylinders outdoors and minimize exposure to excessive temperatures and damage.
- 6) Do NOT store small tanks or cylinders in flammable cabinets.
- 7) Store tanks at least 20 feet from other flammable and combustible liquids and solids.
- 8) Place „Compressed Gas’ and „No Smoking’ signs near the storage areas.
- 9) Treat empty containers as if they were full.

#### **Holder Maintenance**

- 1) Propane tanks will be painted (a neutral brown color, as approved by the PA), every 3 years or as needed.
- 2) When current FS owned propane tanks fail, the holder will be expected to rent new tanks from the provider.

### **12D. Trash and Recycling**

#### **12D1. Trash Service and Trash Receptacles (Dumpsters, Cans, etc.)**

A trash service program will be described in the proposal. The type, size, number, and locations of trash receptacles should be included in the operating plan. This includes plans

for vendor supplied trash receptacles. The holder is required to supply bear-resistant trash receptacles in situations where Forest Service containers are not available. The Forest is endeavoring to replace all non-bear resistant receptacles with bear resistant receptacles.

#### Operations

- 1) The holder will provide trash removal service at all sites, on a weekly basis at a minimum.
- 2) All trash receptacles must remain fully operable during the peak season. Any reduction in the number of available receptacles during the shoulder season must be approved in the operating plan.
- 3) Garbage will not exceed the capacity of the trash receptacles. On busy weekends (e.g. July 4<sup>th</sup>) additional pick-ups or additional receptacles may be needed. Placement of additional receptacles will be included in the operating plan or approved by the Permit Administrator.
- 4) Bear-resistant receptacles will be operated properly. Locks and bars will be employed as designed. Receptacles will be checked in the evening to ensure they are secured for the night.
- 5) Trash locations (containers and enclosures) are clean and free of objectionable odors.
- 6) All trash shall be removed from National Forest lands and disposed of in accordance with all state and local laws and regulations.
- 7) A "Pack In – Pack Out" program must be approved in the operating plan. If a program is used, the message must be prominently displayed and any accumulations of trash must be removed within 24 hours of discovery or notification.

#### Holder Maintenance

- 1) The holder is responsible for repair of pre-maturely damaged dumpsters and trash containers that is caused by accident or mis-use. Damage to trash containers will be fixed within one week. This includes damage from dumpster fires caused by visitors, the public or holder operations. Damage to wheels from rough handling may require replacement of wheels.
- 2) All animal resistant trash receptacles must be maintained in a functional work condition as designed; and broken or malfunctioning latches, chains or other appurtenant features must be repaired or replaced in a timely manner.
- 3) All wheels and roller bearings on dumpsters shall be greased a minimum of once annually to prevent water penetration and rust build-up.
- 4) 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 accelerated rusting.

#### **12D2. Recycling Service and Receptacles**

Recycling of all standard recyclable materials is encouraged. The applicant should propose a recycling program. If sufficient Forest Service receptacles are available for recycling, the holder may utilize them.

Operations

- 1) Recycling of all standard recyclable materials is encouraged.
- 2) The holder will cover all costs for any recycling programs. Proceeds from recycling will not be counted as income for permit fee purposes.
- 3) Holder-supplied recycling receptacles will be subject to approval by the Permit Administrator.
- 4) The holder will be responsible for emptying recycled materials from the receptacles and removing those materials from the campground to an appropriate recycling facility.
- 5) Any proceeds from the sale of recycled materials may be retained by the holder.
- 6) Operational standards for trash receptacles apply to recycling receptacles.

Holder Maintenance

- 1) Maintenance standards for trash receptacles apply to recycling receptacles.

**12x. Proposal Content**

*Describe your program for power system operation and maintenance.*

*Describe your program for trash operation and maintenance.*

*Describe your program for recycling operation and maintenance.*

## **13. Water System Operation and Maintenance**

### **13A. General Info and Requirements**

Many of the developed sites included in this offering have potable water systems. There are 28 total systems. Most are hand-pumps. A number are pressurized and chlorinated systems. There is 1 hand-pump not currently (2011) in service. All of these systems are seasonal. By 2013, all operational systems are expected to be chlorinated or converted to hand-pumps or they may be closed.

See Table 13F for a listing of the systems and other information.

The holder is responsible for meeting all applicable health and safety standards, including certifications to operate the various systems under this permit as required by the state or other authorities.

The holder shall become familiar with the different water systems so they can be prepared for service and maintain them to standard. The Forest Service will provide assistance during the initial year to help the holder become familiar with each water system. If Forest Service assistance is required in subsequent years, the holder may be billed for all government expenses related to these services.

It is the responsibility of the holder to ensure that these water systems are properly shut down for the winter season and then turned back on before opening the sites. The holder is responsible for all repairs of water system components which are caused by vandalism, and events attributed to improper holder actions or negligence. Valves, water lines and other system components which break due to improper draining at shutdown resulting in any water being left in the system and subsequently freezing over the winter shall be the responsibility of the holder.

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 10, Forest Service 2700-4h, clause V. B. and FS 2700-4h Appendix F)

Further information about the potable water systems and state testing requirements may be obtained from the Forest Service and the Colorado Department of Health and Environment. <http://www.cdphe.state.co.us/wq/drinkingwater/index.html>

Third-party operators are permissible if the necessary credentials are held by the operator. The holder is responsible for all communications with the operator, all operator actions and remains responsible for proper system operation. The holder must propose a third party operator, to the PA, at-least 6 months prior to the desired starting date for the operator.

The holder is responsible for special purpose, routine and repeat bacteriological tests, which are generally monthly. The holder is also responsible for annual or scheduled nitrate and nitrite tests required by the state. This information is provided to the holder as soon as the

state provides the information to the Forest Service. If new or changed regulations require or circumstances require additional monthly tests for system operation, the holder will be responsible for those tests.

Tests such as micro-particulate analysis to determine if the well is under influence of surface water are the responsibility of the Forest Service. The holder is expected to perform routine sanitary surveys to insure system integrity. The Forest Service conducts detailed system description and sanitary survey inspections separately from operator inspections. Less frequent tests such as periodic tests for chemical analysis are the responsibility of the Forest Service.

Record-keeping – all actions on the system must be recorded on a log kept with the system. Record meter readings and date/time when actions are taken. All surveys, flushing, chlorine levels, operating adjustments, tests, treatment plant maintenance, distribution system maintenance must be identified on the log.

Bacteria (coliform), nitrate, and nitrite test results must be sent to the state and to FS. The test results should be submitted to the Forest Service on separate documents for each system. The holder must submit legible information, and include all required information. The holder has the affirmative duty to ensure that all tests (routine, repeat and special purpose) are taken by the state prescribed dates, including re-testing requirements within the same month for public water systems (all systems except spring-boxes). Chlorine residual testing and documentation – record levels, testing method, location, date/time must be recorded and reported to the state for chlorinated systems.

State testing requirements will be provided by the FS (owner) to the holder.

An annual operating plan, along with other required state operating plans (cross-connection control plans, emergency response plans, etc.) must be provided to the PA for review by March 1 for seasonal systems.

Spring-box systems cannot be operated for the public, only for employees. Since these are not public water systems, special purpose tests should be run to determine if water is potable. Do not report these tests to the state. Report test failures to the PA.

### **13B. Water System Start-Up**

The following is a description of the start-up operation. Start-up includes obtaining power (grid electricity, propane or solar panel), cleaning and disinfecting the system, pressure testing the system and performing start-up chemical or biological testing.

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:

- 1) Inspect and clean accessible storage tanks professionally, every 3 years.

- 2) Annually, clean the inside of the well and/or storage tank, if applicable.
- 3) Perform a sanitary survey of the system. Certified operators will have these procedures.
- 4) For pressurized and chlorinated systems - Thoroughly flush the entire system to remove any foreign matter, this should be chlorinated water. Check the pressure of the system at remote hydrants, pressures should be at least 20 lbs. Look for leaks. Follow leak procedures shown elsewhere in this section.
- 5) For pressurized and chlorinated systems - Distribute a chlorine solution throughout the system that tests in excess of 10 parts per million (ppm) at the most distant hydrant; allow the solution to sit for a minimum of 48 hours to sanitize the system. Flush the system with properly chlorinated water.
- 6) For pressurized and non-treated systems - Thoroughly flush the entire system to remove any foreign matter. Check the pressure of the system at remote hydrants, pressures should be at least 20 lbs. Look for leaks. Follow leak procedures shown elsewhere in this section.
- 7) For hand-pump systems – Flush the system by pumping for at least 10 minutes to get clear water. Add chlorine to reach 10ppm for the static water level of the system. Pump water until you get a chlorine smell at the hydrant. Allow the solution to sit for a minimum of 48 hours to sanitize the system. Flush the system until no chlorine odor remains. Wait 24 hours.
- 8) For spring-box systems – Flush the system for at least 10 minutes to get clear water. Add chlorine to reach 10ppm for system piping. Run water until you get a chlorine smell at the hydrant. Allow the solution to sit for a minimum of 48 hours to sanitize the system. Flush the system until no chlorine odor remains. Wait 24 hours.
- 9) A special purpose bacteriological test will be run at least 10 days prior to opening.
- 10) A failed special purpose test must be reported to the PA. A determination of the course of action will be made at that time.
- 11) Obtain a satisfactory “safe” bacteriological “special purpose” test result through a state-certified testing laboratory. The test cannot be taken until 24 hours after flushing the 10ppm chlorine solution from the system. The chlorine residual, for treated systems, at the farthest point(s), must be .1 to 1.5 ppm. (State standards allow up to 4ppm. Above 1.5ppm is not desired)
- 12) It is recommended that you perform any required nitrate or nitrite tests at this time to ensure that the tests are run and the results are received at the state.

### **13C. Water System Operation**

- 1) For disinfected systems and hand-pump systems, a routine test will be conducted within 1 week of opening and it must be in the same month as opening. Routine tests will be run monthly, generally in the first week of the month for the rest of the operating season.
- 2) Water thieves (non-back-flow protected devices) will not be allowed by the holder.
- 3) Water hook-ups (where provided) will have a holder supplied back-flow preventer.
- 4) The holder may offer to fill an RV water system with up-to 20 gallons per day, from a back-flow protected connection, while monitored by the holder.



- 5) In order to ensure environmental protection and public safety, each hydrant must be posted with a sign that states, “No washing dishes, bathing, washing hair or hands, or cleaning fish,” or a similar message.
- 6) Handpumps must be posted with the approved – “This system is not dis-infected” – sign.
- 7) All fountains and hydrants and sumps will be free of grease or residue.

### **13D. Water System Holder Maintenance**

The holder is responsible for maintaining the operational aspects of the water system.

#### Holder Maintenance

##### Collection System

- 1) Ensure well cap is in-place, secure and effective. Check integrity of vent screen.
- 2) Ensure wellhead does not receive surface water due to terrain alterations.
- 3) Report problems with the wellhead to the PA. This includes deficient caulking between casing and concrete pad, cracked pad, rodent holes, cracked casing.
- 4) Holder is responsible for replacing caulking and backer rod. Remove vegetation, by manual means, if growing from caulking area.

##### Disinfection and Storage System

- 1) Ensure disinfection is operating (1-1.5mg entering the system, .1-1.5mg, though the system).
- 2) Use NSF 60/61 disinfectant (currently unscented Chlorox is approved).
- 3) Remove scum or debris from tanks – professional cleaning is required every 2 years.

##### Distribution System

- 1) Exercise all valves annually.
- 2) Inspect daylight drain screens, clear and free of debris at all times.
- 3) Ensure 24 mesh screens are in place (Removal is allowed of drainage of system). Repair screens that are damaged.
- 4) Ensure riprap for daylight drains is adequate to prevent erosion.
- 5) Ensure that daylight drains are clear from standing water contact or the ground – 12” above ground level is optimum. This may not be possible in all locations, at the current time.
- 6) Inform PA of water line breaks. The PA will determine responsibility for waterline breaks. Repair of waterlines may be the responsibility of the holder. Any waterline repair done without prior approval of the PA is assumed to be holder responsibility. See winterizing section for other responsibilities.
- 7) Hydrants and faucets will be drip free. Repair kits will be provided for routine maint.
- 8) Replace the gravel sump when sour smelling, filled with dirt, or when excess water does not properly drain.
- 9) Well-pads will be maintained, with grass trimmed, no chemical treatment within 100 feet. Holes under the pad will be filled. Drainage from the pad will be maintained.

Marking water lines, valves, outlets :

- 1) Vertical markers will be earth-tone in the summer.
- 2) Vertical markers may have colors during the off-season for easy location during spring start-up.
- 3) Colors may be used to mark ground level valves, outlets. The painted area should be kept to the minimum necessary to mark the spot to be visible from 10 feet from typical approach directions.

### **13E. Water System Shut-down/Winterizing the System**

The holder is responsible for properly winterizing the systems in a timely manner (before freezing occurs). Absent other apparent factors, the failure to drain and properly blow-out or disassemble freeze-able components of the system will be cause to presume holder failure to winterize the system properly. The holder may blow out the system themselves. If the PA is not present during blow-out then the blow-out record may not be accepted during evaluation of a waterline failure. Blow-out from a contractor, with copies of the contractors' record will be acceptable evidence of a proper blow-out.

- 1) Certain meters and back-flow preventers retain water, which may freeze in the winter. The holder is responsible for unhooking meters, back-flow preventers and other devices that retain water. The holder must properly screen or otherwise prevent foreign objects from entering the system.
- 2) Valves that open to screened outlets may be left open.
- 3) Valves that open to the air must remain closed.
- 4) Tanks shall be drained as completely as possible.
- 5) Air must be let into the system to allow water to drain as appropriate.

### **13F. Water System Operating Schedule**

Water system operating dates are projected based on weather and local conditions for opening and closing. Generally they will be open no later than the Friday of Memorial Day weekend, unless the campground opening is later. They will close when the campground closes or by September 30. It is expected that pressure systems will close variously during September based on weather conditions. Systems cannot be operated beyond 9/30, unless shown in the operating plan or unless prior approval is obtained from the PA.

Table 13F lists the water systems, their type and power source and projected operating dates for the 2013 season.

**Table 13F. Water System Operation Schedule (based on recommended 2013 schedule).**

Facility	System Type	Power Source	Remarks	Projected Dates for Water System Operation
<b>Grand Valley Ranger District</b>				
Big Creek	Hand-pump	NA		7/1 - 9/22
Cobbett/Ward	Pressure, untreated	Grid		7/1 - 9/29
Island Lake	Pressure, chlorinated	Grid	Serves DU also	7/1 - 9/29
Jumbo	Pressure, chlorinated	Grid	Serves DU also	6/21 - 9/29
Spruce Grove	Pressure, untreated	Grid		6/28 - 9/29
<b>Norwood Ranger District</b>				
Matterhorn	Pressure, chlorinated	Grid	In adj. Admin Site	5/23 - 9/29
Sunshine	Pressure, chlorinated	Grid		5/23 - 9/29
Woods Lake	Pressure, chlorinated	Generator	Part is out of serv.	5/23 - 9/29
<b>Ouray Ranger District</b>				
Amphitheater	Pressure, chlorinated	Grid		5/23 - 9/29
Silver Jack	Pressure, chlorinated	Grid	In adj. PG, serves PG	6/14 - 9/29
<b>Gunnison Ranger District</b>				
Almont	Hand-pump	NA		5/23 - 9/29
Cement Creek	Spring Box	Gravity	Host Only, if des.	5/23 - 9/29
Deer Lakes	Hand-pump	NA		5/23 - 9/29
Dinner Station	Hand-pump	NA		5/23 - 9/29
Lake Irwin	Hand-pump	NA		6/14 - 9/29
Lakeview	Pressure, chlorinated	Grid		5/23 - 9/29
Lodgepole	Hand-pump	NA		5/23 - 9/29
Lottis Creek	Pressure, chlorinated	Grid		5/23 - 9/29
North Bank	Hand-pump	NA		5/23 - 9/29
One Mile	Pressure, untreated	Grid		5/23 - 9/29
Pitkin	Hand-pump	NA		5/23 - 9/29
Rivers End	Hand-pump	NA		5/23 - 9/29
Rosy Lane	Pressure, chlorinated	Grid		5/23 - 9/29
Snowblind	Hand-pump	NA		5/23 - 9/29
Soap Creek	Spring-box	Gravity	Host Only, if des.	5/23 - 9/29
Spring Creek	Hand-pump	NA	Not in use	5/23 - 9/29
Williams Creek	Pressure, chlorinated	Grid		5/23 - 9/29
<b>Paonia Ranger District</b>				
Erickson Springs	Pressure, chlorinated	Grid		5/23 - 9/29
Lost Lake	Pressure, chlorinated	Solar		5/23 - 9/29

**13x. Proposal Content**

*Describe how you would operate, inspect, test, and maintain the water systems addressing the standards described above. Include your plans for a certified operator(s).*

## **14. Waste-Water Systems Operation and Maintenance**

Waste-water systems are operated in accordance with state requirements. Currently, no waste-water operator certifications are required for this permit.

The holder will keep records of pumping or maintenance on all waste-water facilities. At the end of the year, a summary of the pumping and maintenance for each facility will be reported to the PA.

### **14A. Graywater/Blackwater from RV's**

Graywater or black water (above ground) lines from host sites or public RVs to toilet vaults are not acceptable as a permanent connection. Hosts may dump graywater or black-water to vaults with temporary connections during less busy times of day-time.

Visitor RVs are expected to carry their graywater to an approved disposal stations (which may be off National Forest).

### **14B. Septic Systems/Holding Tanks Waste Operations**

#### Operations/Cleaning

- 1) Holder is responsible for ensuring that the septic system is operating correctly and is not contaminated with chemicals that adversely affect leach-field function.
- 2) Holding tanks must be inspected regularly to ensure that spillage doesn't occur and to check for tank leakage. Holding tanks must be pumped before they are full.
- 3) Septic tank pumping is required every 3 years. A schedule will be set up in the first annual operating plan.
- 4) The holder will keep records of activities such as: pumping, active maintenance requirements, monitoring the condition of the leach fields.
- 5) Holder is responsible for operation of the Matterhorn lift stations.

#### Holder Maintenance

- 1) Disposal of waste will be by approved carriers to approved waste-disposal locations.
- 2) Holder is responsible for sewer cleaning due to blockages, other than roots or pipe problems.

### **14C. Toilet Vault Waste Operations**

#### Operations

- 1) Vault toilets will be pumped completely when they reach 18" from the bottom of the riser. Fill vault with 50 gallons of water after pumping. Ensure that enough water

exists in the vault to cover the solids at all times. If the vault is filled to the riser, the toilet will be closed. This is deemed unacceptable performance.

- 2) Composting toilet operations will be specified later. These toilets may be considered confined-space.

#### Holder Maintenance

- 1) Vault lids may have hasps to lock the lid. The permit holder is responsible for providing locks for these.
- 2) Composting toilet maintenance work is not likely, but will be specified later.

### **14D. Flush Toilet Waste Operations**

#### Operations

- 1) Inspect toilets for proper operation. Ensure that there are no water leaks and that toilets drain and re-fill properly.

#### Holder Maintenance

- 1) No modifications can be made to any system with prior PA approval.
- 2) Some flush toilets require the use of pressure cartridges for flushing. These will be the responsibility of the holder.
- 3) A locking system may be instituted to keep visitors from using the facility for bathing or sleeping with prior approval of the PA.
- 4) Unclog pipes if back-ups occur.

### **14E. Fish Cleaning Stations Waste Operations**

#### Operations

- 1) Inspect cleaning stations for proper operation. Ensure that there are no water leaks and that toilets drain and re-fill properly.

#### Holder Maintenance

- 1) No modifications can be made to any system with prior PA approval.
- 2) Unclog pipes if back-ups occur.
- 3) Repair any grinder that is damaged.

### **14F. Dump-station at Taylor Park:**

#### Operations

- 1) An attendant is recommended in order to ensure collection of fees.
- 2) Kept in clean condition during hours of operation.

#### Holder Maintenance

- 1) To be identified

#### **14G. Shower Building Waste-Operations**

##### Operations

- 1) Inspect fixtures and drains for proper operation, including sinks, daily.

##### Holder Maintenance

- 1) Perform minor repairs on systems such as replacing cartridges, washers, o-rings or unclogging drains.

#### **14x. Proposal Content**

*Describe your operations of the wastewater systems and facilities that generate wastewater addressing the standards described above.*

## **15. Road, Spur and Access Route Maintenance**

The holder is responsible for maintenance of roads and spurs. At a minimum, the holder is responsible for maintaining vehicular and pedestrian access in a safe and passable condition. Vehicular traveled ways are roads and parking areas.

### **15A. Vehicular Traveled Ways Maintained in Safe and Passable Condition**

Access must be maintained to Forest Service standards (see Guidelines for Road Maintenance Levels, available on request). This responsibility includes:

- 1) Mowing, brushing, and clearing road shoulders and around parking barriers for visibility;
- 2) Tree/shrub trimming along roadways both horizontal and vertical for visibility and clearance. Three feet is the typical clearance from edge of road. Clearing height requirements is 15 feet.
- 3) Removing hazard trees from the road right-of-way;
- 4) Removing downed trees on the road surface or clearing limits;
- 5) Cleaning culverts at the beginning of each season and following large storm events.
- 6) Filling chuck holes with asphaltic materials on paved surfaces (includes parking spurs and walkways);
- 7) Inspect interior roadway surfaces weekly. Inform PA when damage is noted.
- 8) Berms that form along roadsides shall be knocked down, so that they do not impede drainage. Ensure that ditches are functioning and install check dams as needed to keep ditches from eroding excessively, without directing water onto the road surface.

### **15B. Camping Spurs and Parking Areas**

#### Operations

- 1) Inspect spurs and spur retaining walls weekly for holes or failures. Report adverse findings to the PA.
- 2) Inspect spurs and parking areas for proper drainage.
- 3) Inspect for height clearance to same level as roadways. Prune tree limbs or shrubs that infringe to 3 feet from the spur or to the same distance as the closest tree trunk.

#### Holder Maintenance

- 1) Ensure good drainage by keeping culverts and ditches clear.
- 2) Ensure that delineated spur borders are kept free of vegetation (living or dead) and free from build-up of soil.
- 3) Remove vegetation that begins to grow within the spur or parking area.
- 4) Fill holes in spurs.
- 5) Ensure that wheel stops are kept in place and maintained as specified for traffic barriers.



## **15C. Gates**

### Operations

- 1) Gates will be secured and locked in an open position during the operating season.
- 2) Holder will provide their own locks for gates during the pre and post seasons. The locks will be interlocked with FS locks, when the road is deemed ready to access by the PA.

### Holder Maintenance

- 1) Excess vegetation around gates shall be trimmed to keep the gate and associated hardware visible.
- 2) Painted or stained gates will be treated as needed to keep fresh appearance and protect the structure.
- 3) Gates will be maintained to be functional – including straightening, aligning or other structural repairs
- 4) Damaged, vandalized or missing gates shall be repaired or replaced within one week.
- 5) Damaged, vandalized or missing chevrons or reflectors will be replaced within one week.
- 6) Temporary flagging or barriers will be erected to protect people and property where barriers are damaged, vandalized or missing.
- 7) Signage shall not be placed on markers or chevrons.

## **15D. Traffic Barriers**

### Operations

- a) Excess vegetation around barriers shall be trimmed to keep the barrier visible.
- b) Barriers will be inspected annually for safety and condition.

### Holder Maintenance

- a) Painted or stained barriers will be treated when the surface has flaked, blistered or worn to the point of not appearing in good condition or every 3 years, whichever occurs first.
- b) Debris build-up under barriers will be removed at the beginning of the season and during the season if build-up that restricts the flow of water occurs.
- c) Damaged, vandalized or missing barriers shall be replaced within one week.
- d) Damaged, vandalized or missing chevrons or reflectors will be replaced within one week.
- e) Temporary flagging or barriers will be erected to protect people and property where barriers are damaged, vandalized or missing.
- f) Barriers will be straightened or stabilized as needed.

## **15E. Traffic Control Signs or Markings**

### Operations

- 1) Inspect signs for reflectivity and condition and sign posts for condition monthly.

- 2) Inform PA when signs have cracked, faded or otherwise worn out.
- 3) Inform PA when signs are damaged or missing. Holder is responsible for replacement with signs approved by PA, when damaged by people or when missing.
- 4) Inspect pavement markings annually, inform PA when faded.

### **15F. Paths/Trails/Sidewalk/Stairs/Ramps/Foot-bridge/Pier Maintenance**

The following sites have sidewalks, stairs or ramps, other sites may also have these features:

- (to be identified)

The following sites have pedestrian bridges:

- (none identified at this time)

The following sites have piers:

- Island Lake

#### Operations

- 1) Inspect walk-ways daily for debris, obstructions, overhanging vegetation or other hazards.
- 2) Monitor the condition of handrails, looking for splintering, metal shards, stability, etc.

#### Holder Maintenance

- 1) When needed, clear all walk-ways of debris, obstructions and overhanging vegetation (10 feet above ground level and 1 foot from the edge of the walkway).
- 2) Sweep sidewalks and stairs to maintain a path clear of debris.
- 3) Clear sidewalks of snow and ice. Treat icy conditions with sand, not salt or similar chemicals.
- 4) Handrails shall be repaired if wood or metal splinters appear or other surface imperfections can cause injury. Handrails must be maintained in a sturdy condition.
- 5) Risers and tread on stair-steps shall be kept level and stable, or the access/site closed.
- 6) Maintain proper drainage to minimize damage from water.
- 7) Water-bars on trails shall be maintained to ensure that water does not run down the slope of the tread.

### **15x Proposal Content**

*Provide maintenance schedules for roads, spurs, parking areas, gates, barriers, and signs. Describe the responsibilities, standards and work frequencies that the holder proposes to perform this work.*

*Describe your operation and maintenance procedures for operating and maintaining paths, trails, sidewalks, stairs, ramps, bridges and fishing piers.*

## **16. Annual Start-up**

Annual start-up of the facilities includes opening the roads, starting the water systems, performing safety inspections, cleaning and making the facilities ready for use. Generally roads will not be plowed to open them. If plowing is desired, the PA must be notified ahead of time for approval and for observation during plowing. If access is required by use of county or local roads which require plowing or special access, the PA will coordinate with the district and local entities for opening the roads.

Forest Service roads that are gated and are constructed of asphalt may be accessed when the road surface has melted out and the sub-grade has stabilized. Forest Service roads that are gated and constructed of gravel may be accessed when the surface has melted out and the road bed has stabilized. The site may not be accessed if the road surface is not firm to walk on (e. g., mud cannot squish out from foot pressure).

Water systems must be started up. See Section 13 for water system operation requirements. This process includes turning on power from grid, propane generator or solar sources.

Safety inspections include hazard tree inspections and other safety inspections, described elsewhere in this sample operating plan, and should be referenced in the holder's proposed operating plan. Pre-season inspections must be especially thorough since the site hasn't been observed for 6-8 months. Facility condition inspections are part of the safety inspections. Inspection reports must be sent to the PA prior to approval to open the site.

Removal of hazard trees and addressing serious safety concerns is number one priority and must be addressed before opening sites.

Cleaning and making the facilities ready for use are the same as the requirements for regular season operations. Particular attention should be paid to making necessary repairs and to the appearance of the sites. Clearing debris is typically a major task. Ensuring that pad borders are cleared of dirt and debris is important. Signage must be made ready, be complete, and be professional appearing.

Sites should be fully cleaned before opening earlier than Memorial Day weekend. Sites must be fully cleaned before Memorial Day weekend or before opening after Memorial Day weekend.

### **16x. Proposal Content**

*Describe your annual start-up plan. References to other sections which contain start-up procedures and standards is preferred.*

## **17. Annual Shut-down**

- a) Site/facility closing will be posted at least 2 weeks prior to the scheduled closing. The holder is responsible for providing a professional site closed sign.
- b) When a facility closes, the holder will lock the gate with their lock. The FS may choose to lock-out the holders lock during the winter season. Exceptions will be made as needed in the annual operating plan.
- c) Fee tubes will be emptied at the close of the facility.
- d) Bulletin boards will be wrapped in plastic to protect them from winter weather.
- e) Sites will be thoroughly cleaned at the close of the season.
- f) Dumpsters will be emptied and tipped upside-down or covered to prevent water accumulation.
- g) Vault toilets will generally be left un-locked.
- h) Proposals for storage of vehicles and materials on NFS lands, must be submitted to the PA. Having staffing on site, for campgrounds open during the shoulder seasons and the winter is required, although the staffing frequency can be reduced.
- i) Winter contacts will be identified to the PA, preferably in the annual operating plan.
- j) Water will be turned off by the dates shown in the operating plan. The PA will be notified of plans to shut-down water systems early due to weather or other factors. The PA will be notified when the water system is closed to the public. The water system will be winterized properly. See water system section, Section 11.

### **17x. Proposal Content**

*Describe your annual shut-down and winter operations procedures. Referencing winterization procedures in other sections is preferred, when applicable.*

## 18. Operating Season

Minimum Operating season date ranges are shown in the prospectus, Tables 2 and 3. The desired operating seasons are described below and are shown in Tables 2 and 3 for the seasons extending into the fall. Those ranges represent the operating seasons that the Forest Service desires for the 2013 season and comparable dates in following years. All facilities will be open and operational seven days per week, including holidays, between the dates listed in the proposed operating plan. The expectation is that all amenities including electricity, water (where applicable) and trash are provided during the regular operating season. As many amenities as possible should be available during the “extended” operating season. Applicants must state the period of time in which they propose to operate the facilities listed in a format similar to this.

The “minimum” operating season is considered to be the Thursday before Memorial Day to closing time on Labor Day. The “extended” operating seasons are any time prior to Thursday before Memorial Day weekend or after Labor Day.

A number of sites cannot open for Memorial Day due to ground condition. For those sites the “minimum” operating season begins later. The expected date for opening those sites (on a Friday before a weekend) is shown in the table below.

Use patterns have shown that there is some interest in using sites earlier than Memorial Day weekend and later than Labor Day. The Desired Operating Season, Table 16A, shows dates that the Forest Service desires sites to be available before and after the “minimum” operating season.

### 18A. Minimum and Desired Operating Seasons

The operating seasons shown below are the minimum and desired operating seasons for 2013. It is also the model for future operating seasons. The general patterns are:

Opening – typically on a Friday, at standard check-in or preferably 7am for that first day.

Memorial Day weekend (Thursday opening preferred)

One or two weekends before Memorial Day

One or two weekends after Memorial Day (snow melt out)

Fourth of July weekend

Closing – typically on a Sunday, at 1pm, before typical check-in time

Labor Day (Monday)

2<sup>nd</sup> Sunday of September

Last Sunday of September

End of hunting season

Other dates based on use and weather

These patterns are desired for future years.

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The Forest Service desires that sites be operated for an extended season in many cases. The public desires to use these areas into September or October. Although, camping use levels definitely decrease during that time. We would like to see a proposal that includes an operating schedule into this time of year. We recognize that services would need to be reduced or turned off (in the case of water, with freezing pipes). We also recognize that in some seasons the weather makes enough of a turn that continued operation is not worthwhile. We would work with the holder to make decisions about remaining open during that type of season.

During the permit term, the holder may propose changes to the operating season dates established in the prospectus and proposal. The Forest Service reserves the right to approve or deny proposed changes. The holder will need to provide a rationale for the proposed change. The rationale should discuss impacts/benefits to the public and to the holder.

**Table 18A. 2013 Minimum and Extended or Desired Operating Seasons**

Facility	Minimum Operating Season	Desired Operating Season	Reservation System/Season	Projected Dates for Water System Operation
<b>Grand Valley Ranger District</b>				
Big Creek CG	7/1 – 9/2	7/1 – 9/22		7/1 – 9/22
Cobbett CG	7/1 – 9/2	7/1 – 9/29	7/12 - 9/1	7/1 – 9/29
Cottonwood Lake CG	7/1 - 9/2	Same		NA
Crag Crest CG	7/1 – 9/2	Same		NA
Island Lake CG	7/1 – 9/2	7/1 – 9/29	7/12 - 9/1	7/1 – 9/29
Jumbo CG	6/21 – 9/29	6/21 – 10/13	6/28 – 9/1	6/28 – 9/29
Little Bear CG	7/1 – 9/2	7/1 – 9/29	7/12 - 9/1	7/1 – 9/29
Spruce Grove CG	6/28 - 9/2	6/28 – 9/29		6/28 – 9/29
Ward Lake CG	7/1 – 9/2	7/1 – 9/29	7/12 – 9/1	7/1 – 9/29
Weir&Johnson CG	7/1 – 9/15	7/1 – 9/22		NA
<b>Norwood Ranger District</b>				
Matterhorn CG	5/23 – 9/29	5/23 – 10/13	5/23 – 9/1	5/23 – 9/29
Sunshine CG	5/23 – 9/29	Same	5/23 – 9/1	5/23 – 9/29
Woods Lake CG	5/23 – 9/29	5/23 – 10/13	5/23 – 9/1	5/23 – 9/29
<b>Ouray Ranger District</b>				
Amphitheatre CG	5/23 – 9/2	5/23 – 10/13	5/23 – 9/1	5/23 – 9/29
Beaver Lake CG	5/23 – 9/2	5/23 – 10/13		NA
Big Cimarron CG	5/23 – 9/2	5/23 – 10/13		NA
Silver Jack CG	6/14 – 9/15	6/14 – 10/13	6/28 – 9/1	6/14 – 9/29

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<b>Gunnison Ranger District</b>				
Almont CG	5/23 – 9/29	5/23 – 10/27*		5/23 – 9/29
Cement Creek CG	5/23 – 9/29	5/23 – 10/27		5/23 – 9/29
Cold Spring CG	5/23 – 9/29	Same		NA
Deer Lakes CG	5/23 – 9/29	5/23 – 10/27*		5/23 – 9/29
Dinner Station CG	5/23 – 9/29	5/23 – 10/27	5/23 – 9/1	5/23 – 9/29
Gothic CG	6/14 – 9/29	Same		NA
Granite CG	5/23 – 9/29	5/23 – 10/27		NA
Lake Irwin CG	6/14 – 9/29	Same	6/28 – 9/1	6/14 – 9/29
Lakeview CG	5/23 – 9/29	5/23 – 10/27*	5/23 – 9/1	5/23 – 9/29
Lodgepole CG	5/23 – 9/29	Same	5/23 – 9/1	5/23 – 9/29
Lottis Creek CG	5/23 – 9/29	5/23 – 10/27*	5/23 – 9/1	5/23 – 9/29
Mirror Lake CG	5/23 – 9/29	Same		NA
Mosca CG	5/23 – 9/29	5/23 – 10/27		NA
North Bank CG	5/23 – 9/29	5/23 – 10/27		5/23 – 9/29
One Mile CG	5/23 – 9/29	5/23 – 10/27*	5/23 – 9/1	5/23 – 9/29
Pitkin CG	5/23 – 9/29	5/23 – 10/27	5/23 – 9/1	5/23 – 9/29
Quartz CG	5/23 – 9/29	Same		NA
Rivers End CG	5/23 – 9/29	5/23 – 10/27		5/23 – 9/29
Rosy Lane CG	5/23 – 9/29	Same	5/23 – 9/1	5/23 – 9/29
Slumgullion CG	5/23 – 9/29	Same		NA
Snowblind CG	5/23 – 9/29	5/23 – 10/27	5/23 – 9/1	5/23 – 9/29
Soap Creek CG	5/23 – 9/29	5/23 – 10/27		5/23 – 9/29
Spring Creek CG	5/23 – 9/29	Same		Closed
Williams Creek CG	5/23 – 9/29	5/23 – 10/27	5/23 – 9/1	5/23 – 9/29
<b>Paonia Ranger District</b>				
Erickson Springs CG	5/23 – 9/2	5/23 – 10/13		5/23 – 9/29
Lost Lake CG	5/23 – 9/2	5/23 – 10/13		5/23 – 9/29

\*Means minimum of 1 loop to be open. In some cases, there is no gate to close the CG.

Note: The Operating Dates shown are the first night of availability (check-in) and the last check-out date (closes 1pm). The Reservation Dates are the first night of availability and the last night of reservations (check out is 1pm the next day).

Note on Water-systems: NA means no water system. Closed means there is a water system in place, but it is not currently being operated. These systems may or may not be brought back on-line depending upon law, regulation, technology, and cost. The starting and ending dates depend on weather. These are the preferred operating seasons. The ending date is subject to conditions of freezing. In the recent past, systems have been shut-down as early as Labor Day due to weather.

Trash service is expected during the “regular” operating season. It is desired during the “extended” operating seasons, especially at sites that receive significant use.

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Electric service is expected, at facilities equipped with that service, during any time of operation.

Operations during extended (pre & post) seasons:

Facilities will be appropriately signed to indicate pack-in/pack-out status, fee structure, services available/location and contact information, etc.

### **18x. Proposal Content**

*Propose minimum and extended operating seasons and any service changes for the extended operating seasons.*



## **19. Fee Program – Fee Schedules, Collection, and Compliance**

The fee schedule should be provided in the proposal documents as described in the prospectus. **It should not be displayed here, in the proposed operating plan.** The fee schedule will be incorporated into the annual operating plans in this section.

### **19A. Fee Notification, Collection and Refunds**

All fees that apply at a site, including discounted fees, must be posted in a conspicuous manner approved by the PA. A fee must be in the signed operating plan and posted on the site for it to be charged.

Fees should be deposited in fee tube by customers or a procedure for collecting fees directly from customers must be outlined in the proposal.

Fee tubes must be emptied regularly, so that fee envelopes are able to fit entirely with-in the tube and cannot be extracted by passers-by.

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. A process for requesting refunds, including procedures for requesting NRRS refunds, must be posted on site.

The permit holder must provide fee tickets to campground and day-use visitors that include at least the following information:

- The site number and total amount paid.
- The date of issuance and number of nights paid for.
- If a pass is used, the pass number.
- The number of people in the group.
- The number of vehicles and their license plate numbers.

It is recommended that the host put the departure date on the fee stub in bold numbers, which will be viewable for campers looking for available sites by checking unit markers for fee stubs.

### **19B. Camping Fee Discounts related to National Passes**

The site fee will be discounted 50% for the Interagency Senior and Access pass holders or Golden Age/Access pass holders. Only one site will be discounted per pass holder.

Additional amenities such as electricity, hook-ups, dump fees, manure fees are not subject to the 50% Interagency Senior/Access discount.

### **19C. Variations of Camping Fees**

Proponent may propose variations in fees by site quality, time of week, or other factors. Separate electric hook-up fees may be proposed in situations where the user can choose to utilize the service or not.

Fee adjustments through the permit term will need to be justified based on costs, market analysis, and other factors.

### **19D. Camping Fee Discounts Related to Reduced Basic Services**

Holder may propose discounts or a program of discounts when trash, restrooms or water are not available.

Electric service is required to be available when the facility is open. If electric service becomes unavailable at a site that includes a fee for electric service, then the price must be reduced by the fee charged for electric sites.

Other services for which additional fees are charged, which become unavailable, must have that portion of the fee removed.

### **19E. Number of Vehicles per Camping Unit:**

A single-family camping unit may accommodate one vehicle. Likewise, a double unit can accommodate two vehicles and a triple unit can accommodate three vehicles. A “vehicle” is defined as any motorized conveyance, except that for purposes of vehicular capacity, two motorcycles are considered one vehicle.

One towed vehicle per single camping unit will be allowed at no extra charge if it can be parked completely on the surfaced or designated area and it does not create a safety hazard or resource damage. Examples of towed vehicles include a boat trailer, ATV trailer, horse trailer or a car towed by a motor home.

Extra vehicles may be allowed at a camping unit, if the camping unit can safely accommodate them and not cause resource damage.

#### **Definition of when a vehicle is not parked in an acceptable manner:**

- A safety hazard is deemed to exist if any part of the vehicle extends into the roadway.
- Resource damage is deemed to exist if any part of the vehicles impacts vegetation, ground or constructed features (including the pad border). Any part of the vehicle includes slide-outs that damage trees or tires resting on the ground or borders.

If a towed vehicle or an extra vehicle exceeds the camping unit capacity (i.e., the vehicle causes a safety hazard or resource damage), the customer will be required to use an additional camping unit or park in an overflow parking area, if available.

When extra vehicles are allowed, an extra vehicle charge (fee) of up to 50 percent of the single camping unit fee may be charged for each extra vehicle. National Passes (Senior/Access) discounts are not honored for extra vehicle fees. If extra vehicle fees are proposed, they should be consistent across the Forest. They may vary based on size or type of vehicles. See Prospectus discussion. A flat fee of less than 50 percent of the single camping unit fee is recommended.

**Table 19E: Additional Vehicle Examples for a Single Site**

Type of Vehicle	Extra Fee Applicable
A motor home	This is the first vehicle – included in site fee
A motor home towing a boat trailer	No extra vehicle charge
A motor home towing an extra car/truck	No extra vehicle charge
A motor home with an extra driven car/truck	Extra vehicle charge
A single car/truck	This is the first vehicle – included in site fee
A car/truck towing a camp trailer	No extra vehicle charge
A car/truck towing a boat trailer	No extra vehicle charge
A car/truck towing a trailer and an extra car/truck	Extra vehicle charge
A car/truck towing a camp trailer and an extra driven car w/boat trailer	Extra vehicle charge (2 extra vehicles)
A car/truck towing a camp trailer, an extra car and a boat trailer	Extra vehicle charge (2 extra vehicles)
A truck with camper(mounted on frame)	This is the first vehicle - included in the site fee
A truck with camper(on frame) and boat trailer	No extra vehicle charge
Two cars or trucks	Extra vehicle charge for second vehicle
Two motorcycles	No extra vehicle charge
3-4 motorcycles	Extra vehicle charge(1 vehicle equivalent)

**19F. Day-Use Fee Sites (Picnic, Fishing, Boating)**

Fee collection at day-use fee sites has been by means of fee tubes at fee stations near the portal for the site. Passes are typically issued via self-service envelopes (for fee payment into fee tube) with tear-off stubs with relevant information to be placed on the dashboard of the recreationist’s vehicle. Occupants of day-use fee sites have 15 minutes to pay the fee or exit without charge. Use of the restroom within the 15 minute timeframe is acceptable. Display of passes on vehicles has been required in the past. The holder may propose to honor National Passes for complimentary or discounted use of the sites. The holder may propose their own Annual Pass and fee. Annual passes should be good within a calendar year and not overlap calendar years. Fees are currently \$5/day.

### **19G. Occupancy of Campground for Day-Use (Picnic, Fishing, Boating)**

Day-use of campgrounds is not encouraged nor promoted. However, holders should consider that in many places, people tend to pull into campgrounds for access to nearby attractions or for use of the parking spur and table for picnicking when passing through. The approach should be one of acceptance of use, provided it does not exceed 30 minutes or a stated time of day or stated amount of occupancy. Information should be provided about any nearby designated picnic areas with no time restrictions and about a fee for occupancy past 30 minutes. Additional information about camper demand for campsites during peak use times might prove helpful.

After 30 minutes of occupancy a fee may be charged for day-use of parking spurs, picnic tables, pedestal grills or pads at campsites in campgrounds. An occupant of such site must be notified they will have no more than 30 minutes to vacate if a camper arrives and selects that site. Day-use of campsites reserved for that day can be denied based on expected arrival times.

An unoccupied vehicle parked in a campsite spur for more than 30 minutes is not acceptable. A fee envelope may be left with (preprinted) instructions that they are occupying a campsite for day-use, that a fee of \$ \_\_\_\_\_ is (now) required.

### **19H. Additional Revenue Producing Sales and Services**

The holder may propose to sell sundries or charge for additional services. Any additional revenue producing sales and services must be approved before those sales or services are offered. The following is a list of potential items; however, the Forest Service will approve sales on a site-specific basis.

- ❖ sale of firewood
- ❖ sale of camping supplies
- ❖ sale of fishing supplies
- ❖ sale of state fishing licenses
- ❖ sale of state hunting licenses
- ❖ sale of propane (commercial bottles, not from bulk)
- ❖ 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 trash from non-paying recreation visitors
- ❖ fee for full service hook-ups
- ❖ fee for electricity
- ❖ fee for RV/camping trailer storage
- ❖ fee for boat storage

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- ❖ fee for showers, for users who are not paying guests at the campground
- ❖ fee for canoe/boat re-haul
- ❖ 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 on-site, concession-owned camping trailers
- ❖ rental of canoe/boats
- ❖ providing local fishing clinics (not guiding services)
- ❖ providing SCUBA lessons
- ❖ guided interpretive tours
- ❖ vending machines

**19I. Current Camping Fees and Day-Use Fees Format for Proposal**

This section shows the current fees for camping. You may use this format for your proposed fee schedule. **Do not include the fee schedule in this section of your proposed operating plan.** Please leave this space blank and submit the fee schedule separately. You may create your own table, but the order of information should be the same to aid in comparison during evaluation.

**Table 19I. 2011 Fees, with space for 2013, 2014 and 2015**

Facility	2011	2013	2014	2015			
<b>Grand Valley Ranger District</b>							
Big Creek CG	12						
Cobbett CG	14						
Cottonwood Lake CG	12						
Crag Crest CG	12						
Island Lake CG	22/18						
Jumbo CG	22/18						
Little Bear CG	12						
Spruce Grove CG	12						
Ward Lake CG	14						
Weir&Johnson CG	12						
<b>Norwood Ranger District</b>							
Matterhorn CG	28/18						
Sunshine CG	16						

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<b>Woods Lake CG</b>	18/14						
<b>Ouray Ranger District</b>							
<b>Amphitheatre CG</b>	18						
<b>Beaver Lake CG</b>	12						
<b>Big Cimarron CG</b>	12						
<b>Silver Jack CG</b>	14						
<b>Silver Jack Group Loop</b>	125 /225						
<b>Gunnison Ranger District</b>							
<b>Almont CG</b>	10						
<b>Cement Creek CG</b>	14						
<b>Cold Spring CG</b>	10						
<b>Deer Lakes CG</b>	12						
<b>Dinner Station CG</b>	14						
<b>Gothic CG</b>	10						
<b>Granite CG</b>	10						
<b>Lake Irwin CG</b>	16						
<b>Lakeview CG</b>	22/18						
<b>Lodgepole CG</b>	12						
<b>Lottis Creek CG</b>	22/18						
<b>Lottis Creek Group Loop</b>	NA						
<b>Mirror Lake CG</b>	10						
<b>Mosca CG</b>	12						
<b>North Bank CG</b>	12						
<b>One Mile CG</b>	22/18						
<b>Pitkin CG</b>	16						
<b>Quartz CG</b>	10						
<b>Rivers End CG</b>	12						
<b>Rosy Lane CG</b>	22/18						
<b>Slumgullion CG</b>	10						
<b>Snowblind CG</b>	10						
<b>Soap Creek CG</b>	12						
<b>Spring Creek CG</b>	12						
<b>Williams Creek CG</b>	14						
<b>Paonia Ranger District</b>							
<b>Erickson Springs CG</b>	12						
<b>Lost Lake CG</b>	18						
<b>Day-Use Areas</b>							
<b>Island Lake Boat</b>	5						
<b>Mesa Lakes Day-Use</b>	5						
<b>Dumpstation</b>	5						

**19x. Proposal Content**

The following two items are to be included in the operating plan and will be evaluated as part of the operating plan.

*Identify your fee notification collection and compliance program for site fees, extra vehicle fees, Day-use site fees and day-use of campground fees. Include an example of your fee envelope for camping and day-use. (Evaluated as part of operations plan)*

*Propose a program of additional sundries and services beyond the site fees identified. (Evaluated as part of operations plan, no additional services expected, other than provision of firewood. Additional sundries and services)*

**The following should be proposed, as a separate document in response to Section 4 of the Proposal, as opposed to including in the operating plan at this time. You should submit your proposal with the facilities in the same order as displayed here.**

*Propose site use fees. Variations, discounts and fee changes over time should be addressed. Address the method of managing/charging for electric amenities and the electricity price differential you wish to charge in addition to the base fee for comparable sites. (Evaluated as Prospectus Evaluation Criteria #4 – Fees Charged to the Public).*

*Propose an extra vehicle fee program. Propose a program for fees at Day-use sites. Propose a program for Day-use of campground sites. (Evaluated as Prospectus Evaluation Criteria #4 – Fees Charged to the Public).*

## **20. ADMINISTRATION**

### **20A. Annual Requirements**

#### Operating Plan

The operating plan must be revised by February 1 each year. The Forest Service will review and determine approval of the modifications. The previous operating plan remains in effect until revised and approved.

The holder should also submit a plan for accomplishing maintenance assigned to the holder. The holder is encouraged to perform maintenance prior to opening or after Labor Day.

#### Granger-Thye Plan

The annual Granger-Thye plan will be prepared in conjunction with the Forest Service. Holder suggestions for the plan will be submitted by January 30 for the current year operations. The target date for an approved Granger-Thye plan is April 1. Any work done for Granger-Thye credit must be prior approved by the PA. Generally, the work will be approved on the Granger-Thye project form. Minor projects may be approved by the PA prior to undertaking the projects. Granger-Thye project accomplishment must be reported with 2 working days. Final accounting must be submitted within 1 month of project completion. Granger-Thye Offset Overhead rates must be determined prior to beginning Granger-Thye work for the season. It is the holders' responsibility to obtain an overhead rate determination. Overhead will not be credited unless a valid overhead rate determination is on file with the PA.

#### Insurance

The holder must submit and have approved by Region 6 the insurance policies for this permit. The certificate of insurance must be on-file with the PA before expiration of the previous certificate of insurance. The insurance policies (including riders, endorsement and exclusions) shown on the certificate of insurance, must be submitted to the PA and must be the same as those approved by Region 6. The initial submittal will occur before the permit is signed, subsequent submittals are required when insurance policies change – new policies, or new riders, endorsements or exclusions.

### **20B. Financial and Accounting Systems**

The holder is expected to have a system of controls in place to ensure that monies collected from the public are deposited and accounted for. In addition, the holder is expected to provide accounting and use reports and manage the utility accounts needed for this permit.

#### **20B1. Controls**

A system of controls for accounting for fee collection is needed. This begins with the fee collection method and continues with documentation from the time of collection through



deposit and subsequent accounting for refunds, insufficient funds, etc. The end result is secure collection of funds and reliable accounting for reporting funds and use.

You will need to describe your system of accounting and controls.

You should consider security of the funds after collection and the security of your personnel. We encourage you to provide for that. We will accept general statements about provision of security of funds. We do not expect to see procedures in the operating plan about how you will provide for security of funds from outside entities during your processing.

You should describe your internal auditing process to the extent that we can determine if you have adequate procedures to account for monies received.

### **20B2. Accounting and Use Reports**

Year-end accounting and use reports will be made available, within one month of the end of the operating year. The Forest prefers a January 1 to December 31 operating year. Monthly accounting and use reports should be made available to the PA within 3 weeks of the end of the month.

These reports will include:

- Revenue and use reports
- Number of site nights offered and occupancy (by type – motor-home/5<sup>th</sup> wheel, trailer/topper or tent).
- Customer Feedback Forms
- Holder Maintenance and Reconditioning Completion reports
- Granger-Thye Project Summary Report for the Operating Year
- Value of Interagency Pass discounts

The permit holder must provide use and revenue data to the Forest Service (*see* the Prospectus and Appendix 5 of the prospectus for a sample use report). Use reports must be completed monthly and at the end of the operating season for each developed recreation site. At a minimum, monthly and year-end use reports must include:

- The total number of units available on a daily basis and occupied based on daily counts.
- The total number of people based on daily counts.
- The percentage of occupancy by month.
- Total recreation fee revenue from on-site sales.
- Total fee revenue for other goods and services, identified by good or service.
- The total number of Camp Stamps collected.
- The total number of passes used and the value of the pass use.

In addition, year-end use reports must include:

- Total fee revenue collected under the NRRS, discounted revenue and pass use.
- Total taxes paid.

- Total gross revenue.
- Total adjusted gross revenue.

Occupancy reports that show the number of sites occupied on each day of the month are requested.

Electronic versions of reports are preferred. Excel is the preferred software. Spreadsheets may be copied and saved, with only the values being displayed. In other words, the formulas may be deleted if you use Paste Special.

### **20B3. Taxes**

State sales tax licenses are obtained through the State of Colorado. Contact the state department of Revenue for information on taxing. The state currently (5/2011) has a 2.9% sales tax rate. The following counties have campgrounds in this offering: Delta, Mesa, Gunnison, Hinsdale, Ouray, San Miguel. Most of these counties have a county sales tax. Some of these counties have a lodging tax that applies to campsites. There may be other taxing districts. The holder is responsible for following all state and local laws and regulations.

### **20B4. Forest Service User Audit Counts and Informal Visitor Conversations**

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

### **20B5. Responsibility for Utility Fees**

The holder is responsible for all utilities at sites under permit.

#### ***20B5a. Utilities for Facilities under this Prospectus***

The following sites, utilities, meter numbers are:

*To be added when holder takes operation of the sites.*

#### ***20B5b. Utility Fees billed through the Forest Service***

If utility fees are billed through the Forest Service, the annual estimated fee will be billed prior to the actual fee being due via a collection agreement.

## **20C. Site Management**

### **20C1. Sites and Facilities Available for Rent by the Holder**

- 1) The only sites that may be rented to visitors are sites identified in this prospectus. Renting parking space or camping space in locations not designated for that use will not be permitted.
- 2) Holder will not direct or suggest that people camp in areas where camping is not allowed. The holder is expected to know rules about adjacent areas.

### **20C2. Use of Fee Sites by Non-fee Guests**

The Forest Service encourages the holder to allow incidental use of water, toilet and trash services by non-fee paying visitors. This does not include residential refuse removal. Some areas receive significant trash from dispersed use. If the holder wishes, they may negotiate with the Forest Service to track the impact and seek re-imbusement for the use that is occurring from non-paying parties. Fees for filling water holding tanks are not allowed.

### **20C3. Administrative Use Requests**

The Forest Service will occasionally have requests for administrative use of recreation sites. Some requests will occur outside the agreed upon operating season, while some will occur during the agreed upon operating season. As per policy, the Forest Service will compensate the holder for services provided.

For administrative use which occurs outside the agreed upon operating season, the Forest Service would negotiate compensation based on work/cost that the holder incurs as a result of the use. For administrative use which occur during the agreed upon operating season, the Forest Service would pay the standard site fee, unless a discounted price can agreed be upon.

The following are known recurring Forest Service uses: None at this time.

### **20C4. Special Use permits that operate in sites under this permit**

Several permittees make use of facilities under this permit. They are typically short term occupancies or after the typical operating season. (*None at this time*)

Those permittees are, and are located at, and use the facilities on: (*None at this time*)

Other special uses or recreation events may come up, during the permit period, which operate at sites in this permit. We endeavor to keep impacts to camping and the sites/facilities to a minimum. The PA will discuss any permits or events with the holder to determine how to minimize impact and compensate the holder for the use of the site/facilities.

**20C5. Host and Administrative Personnel Site Occupancy**

The holder will only be permitted to use a specified number and location of host sites in each campground. Additionally, host sites are to be used for campgrounds hosts and area managers. Use of sites for support staff whose positions do not require them to live on-site is acceptable but discouraged.

**20C5a. Host and Support Staffing Sites List**

The following lists sites that are available to the holder. We request a list or plan of the sites that you will occupy and the personnel who will be stationed at those sites. As you will note in the customer service section, we encourage providing hosts in as many places as possible.

The list indicates the development scale, the availability of electric, phone, water or sewer hook-ups.

**Table 20C5a. Designated Host Sites.**

Campground	Host Site(s) #	Dev. Scale	Electricity	Phone line	Water Hookup	Sewer Hookup	Remarks
<b>Grand Valley Ranger District</b>							
Big Creek CG	1 site	Low	N	N	N	N	Could be hosted with Wier-Johnson, Cottonwood
Cobbett CG	1 site	Mod	Y	Y	Y	N	
Cottonwood Lake CG	1 site	Low	N	N	N	N	Could be hosted with Big Creek, Wier-Johnson
Crag Crest CG	NA						
Island Lake CG	1 site	Mod	Y	N	Y	Y	
Jumbo CG	2 sites	High	Y	Y	Y	Y	
Little Bear CG	1 site	Low	N	N	Possible	N	Could be hosted from Island Lake.
Spruce Grove CG	1 site	Low	N	N	hydrant	N	Host site available.
Ward Lake CG	1 site	Low	N	N	Y	N	Electric may exist
Weir & Johnson CG	1 site	Low	N	N	N	N	Could be hosted with Big Creek, Cottonwood
<b>Norwood Ranger District</b>							
Matterhorn CG	1 site	Mod	Y	Y	Y	Y	Septic leach field
Sunshine CG	1 site	Mod	Y	N	Y	Y	Septic leach field
Woods Lake CG	1 site	Low	N	N	Y	N	

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Campground	Host Site(s) #	Dev. Scale	Electricity	Phone line	Water Hookup	Sewer Hookup	Remarks
<b>Ouray Ranger District</b>							
Amphitheatre CG	1 site	Low	N	N	Y	Y	Septic leach field
Beaver Lake CG	1 site	Low	N	N	N	N	
Big Cimarron CG	NA						
Silver Jack CG	1 site	Low	N	N	Y	N	
<b>Gunnison Ranger District</b>							
Almont CG	1 site	Low	N	N	N	N	
Cement Creek CG	1 site	Mod	Y	Y	Y	N	Spring box
Cold Spring CG	NA						
Deer Lakes CG	1 site	Low	N	N	N	N	
Dinner Station CG	1 site	Low	N	N	N	N	
Gothic CG	NA						
Granite CG	NA						
Lake Irwin CG	1 site	Low	N	N	N	N	
Lakeview CG	3 sites	High	Y	N	Y	Y	
Lodgepole CG	1 site	Low	N	N	N	Y	
Lottis Creek CG	4site	High	Y	N	Y	Y	
Mirror Lake CG	1 site	Low	N	N	N	N	
Mosca CG	1 site	Low	N	N	N	N	
North Bank CG	1 site	Low	N	N	N	N	
One Mile CG	2 sites	High	Y	N	Y	Y	
Pitkin CG	2 sites	Mod	Y	N	N	Y	
Quartz CG	NA						
Rivers End CG	1 site	Low	N	N	N	N	
Rosy Lane CG	1 site	Low	N	N	Y	N	
Slumgullion CG	NA						
Snowblind CG	1 site	Low	N	N	N	N	
Soap Creek CG	1 site	Low	N	N	Y	N	Spring box
Spring Creek CG	NA						
Williams Creek CG	2 sites	Mod	Y	N	Y	N	
<b>Paonia Ranger District</b>							
Erickson Springs CG	1 site	Low	N	N	N	N	
Lost Lake CG	1 site	Mod	N	N	Y	Y	

**20C5b. Appearance of holder occupied sites**

Area managers, hosts and other holder employees living on-site should maintain their sites in an orderly fashion. Holder employees will not store or display items that visitors cannot have

on site. Site furniture and displays should be moderate and tasteful. Signage allowed under this part must be approved by the PA. The PA may direct that holder occupied site appearance be modified. Site appearance standards include:

- Flags, streamers and other decorations must be appropriate (e.g. no offensive displays).
- The Forest Service views its developed campgrounds as a limited public forum where display of employees' or concessionaires' political, social, or religious views is not appropriate. In particular, these displays are inappropriate in public accommodations or on property used at the developed campground by a campground host in connection with the provision of public accommodations. The campground concession prospectus and permit contemplate that applicants and holders will address how they will provide customer service. It is your responsibility, as the holder of a special use permit, to train and supervise your employees regarding customer service. (WO Letter, 2720, 11/9/10)
- Screens and awnings must be un-obtrusive (natural colors).
- Modest signs with host names and availability are acceptable. A small sign indicating firewood availability and price may be approved by the PA. No other advertising or signs are allowable.
- All vehicles and work equipment must fit on the sites' designated parking area.
- Any firewood present is neatly stacked or contained in an acceptable manner.
- No bird feeders or other animal attractants.
- No carpets or artificial turf.
- Work equipment and supplies are stored neatly and preferably out of sight from visitors.

#### **20C6. Work Space and Storage of Equipment and Supplies**

On the GMUG National Forests, the Forest does not provide workspace other than what is found in the facilities under permit. The current concessionaire rents space at a yard in Gunnison.

#### ***20C6a. Storage During the Summer Occupancy and Use Season***

Storage of equipment, supplies and materials at the facilities is limited to that needed for projects that are under-way. During weekends, if work is halted, these items must be secured and stored neatly, if they are left at the site. It is preferable to remove equipment and materials (where reasonable). During periods of inactivity longer than 1 week, equipment is expected to be moved off-site and materials should be secured or moved off-site.

#### ***20C6b. Storage Outside of the Summer Occupancy and Use Season***

The holder may use buildings, structures or locations outside the occupancy and use season. This use should be identified and approved in the annual operating plan. Tools and/or

supplies, equipment, 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 is not blocked.

## **20D. Permit Administration**

The primary contact for this permit will be the permit administrator (PA), located in the Forest Supervisors Office. Field contacts may be district recreation staff or designees. These positions will be identified as Field Administrators (FA). They will help with day to day logistics, but they do not have the authority to alter permit terms. Granger-Thye projects are the responsibility of the PA, unless specifically delegated to a FA.

### **20D1. Administrative Communications Protocols**

Please describe your communication protocols for communication between your entity and the Forest Service. This would include broader permit related communications, routine administrative communications, minor issues, major issues with sites or facilities. This section is not about emergency response.

Please identify the people/positions who will have responsibilities, the nature of that responsibility/authority and to whom you anticipate they will communicate. On the Forest Service side of the communications, the primary person you will communicate with is the PA. For minor issues, you can specify "PA or designee", at this time.

For issues with the PA, you would communicate with the Public Service Staff Officer, Corey Wong, at the same address, or [cwong@fs.fed.us](mailto:cwong@fs.fed.us), or 970-874-6668.

### **20D2. Locks and Keys**

The Forest Service wishes to minimize the number of Yale keys in circulation. We recognize that gates, other locks and most buildings require Yale keys. We believe that most of the locks to major facilities can be handled by management, as opposed to hosts. We would like to see your proposal for how you would manage Yale keys.

The holder will be given keys to the current fee tube locks. It is the holder's responsibility to change the locks for security purposes. The holder shall turn in a physical inventory of Forest Service keys at the end of every operating season. A fee will be assessed for missing keys.

The holder is responsible for providing locks for toilet paper dispensers. The holder is responsible for providing locks for toilet vaults where locks hasps are available.

### **20D3. Uniforms and Vehicles**

At a minimum, the holder will provide their employees with a professional uniform that includes a name tag identifying them as the holders' employee.

Employees will maintain their uniform in a clean and presentable manner while performing duties.

The description of the uniform should address: components (shirt, pants, hats, etc.), badges, name tags, patches, design and material. Items other than the approved uniform components and in the approved placement will not be worn by employees.

The holder may not wear any component of the Forest Service uniform (including official Forest Service volunteer uniform components).

At a minimum, holder vehicles shall be clean, quiet, and well-maintained and have good appearance. A professional quality sign including the holder name must be displayed on each side of each vehicle used at holder operated sites. Vehicles should have four wheels and cannot have knobby off-road tires. The GMUG prefers golf carts or similar vehicles.

All vehicles must stay on roads or spurs. No vehicle, including golf carts may travel over trails or cross-country. Exceptions may be granted, with prior approval, for construction projects.

#### **20D4. Installation or Modification of Improvements**

The holder must have prior written approval for any installation of new improvements or any modification of existing Forest Service improvements. Installed improvements will be treated as describe in the permit.

#### **20D5. 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 Grand Mesa, Uncompahgre and Gunnison National Forests shall be made readily apparent in all advertising and signing.

All forms of advertising must contain the following words: “*your name* Company is an equal opportunity provider.”

#### **20D6. Personal Property - Lost and Found**

The holder must follow federal rules for disposition of abandoned or personal property left behind at a campsite. Forest Service Law Enforcement will be responsible for determining disposition or storage for such property.

From the Forest Service Manual (FSM 6412.3, Use of Abandoned and Forfeited Personal Property, the following direction applies:



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Property Management Officers shall determine if abandoned and forfeited property can be claimed and used by the Forest Service under the provisions of FPMR 101-43.4 and FPMR 101-45.4, or under 36 CFR 261.13 or 36 CFR 261.16.

See Appendix 23 for a copy of the Federal Property Management Regulations referenced above.

**20x. Proposal Content**

*Describe your program for administration as follows:*

*Your proposal for updating operating plans, formulating G-T requests, and insurance requirements.*

*Your proposal for finance and accounting, including a system of controls for receipts, and your accounting and use report protocol.*

*Your site management and administrative occupancy plans and standards. List the sites needed and the personnel to be stationed there. Describe your standards for the appearance of holder occupied sites.*

*Your permit administration protocols. Including administrative communication, keys and locks management, uniforms and vehicles proposals and standards, media and advertising plans and standards and lost and found item procedures.*

## **21. Interpretive Programs**

The Forest Service is interested in interpretive programs; however, this service is a lower priority than other customer service and facility operations and maintenance. Reliance on Forest Service personnel will not be deemed as meeting the obligation for providing the proposed programs, except for Smokey Bear and Forest Fire Awareness programs. However, Forest Service personnel may be available for training purposes.

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, 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.

If you offer interpretive programs, they shall meet participant accessibility requirements.

The holder may subcontract the provision of interpretive services with other organizations such as museum, Rocky Mountain Nature Association, Western Colorado Interp. Association, etc. Program content and subcontractors shall be approved by the Forest Service.

The Forest Service or Forest Service-arranged interpreters 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.

Schedules and information about the upcoming events should be posted in the campgrounds. The Forest Service must be notified of the proposed schedule and more detail about presenters and programs in each annual operating plan.

### **21x. Proposal Content**

*Applicants may 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, and*
- *A description of program presenters and their qualifications.*

## **22. Final Year(Close-out Process)**

The following items are expected to occur when the permit terminates.

- 1) A bill for the estimated final fee will be issued in August, less any approved GT fee offset credits at the time of the billing. Final reconciliation will occur when the final revenue report is received. Any additional fees due will be billed at that time.
- 2) Toilet vaults that have less than 36" clearance to the bottom of the riser or less than 54" clearance from the seat shall be completely pumped. This is approximately 50% full.
- 3) Host septic vaults must be pumped dry, except those as part of leach fields.
- 4) Yale Keys and other keys – will be returned
- 5) Fee Tube Keys – Fee tube keys can be turned over to the Forest Service, or Fee Tube locks can be removed and the plates given to the Permit Administrator. Fee tubes at sites which are open on the last day of the permit, must be emptied on the last day of the permit.
- 6) Equestrian bedding can be left in its current condition – no requirement to bring to standard.
- 7) Holder property will be substantially removed by November 15, except for equipment needed for operation of campgrounds still in open. If property has been transferred to the succeeding operator, then a letter from holder co-signed by the succeeding operator affirming which property has been transferred, must be given to the PA prior to November 1 in order to store property on NFS lands.
- 8) Final Utility Meter readings will be read by the provider and copies of the final paid bills will be submitted to the permit administrator.
- 9) Copies of all water system maintenance records, test results and operation manuals will be provided to the Permit Administrator.

### **22x. Proposal Content**

*This section informs applicants of anticipated requirements at the permit end. These requirements may change or be supplemented. This content won't be expected the proposal or in annual operating plans until the final year. References to other sections for shut-down procedures, if applicable, can be made.*

### **USDA Non-Discrimination Policy Statement**

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, marital status, family status, status as a parent (in education and training programs and activities), because all or part of an individual's income is derived from any public assistance program, or retaliation. (Not all prohibited bases apply to all programs or activities.)

If you require this information in an alternative format (Braille, large print, audiotape, etc.), contact the USDA's TARGET Center at (202) 720-2600 (Voice or TDD).

If you require information about this program, activity, or facility in a language other than English, contact the agency office responsible for the program or activity, or any USDA office.

To file a complaint alleging discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call Toll free, (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.