

**EXHIBIT B
OPERATING PLAN**

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1) INTRODUCTION

This Operating Plan between [Concessioner Name] (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "Service") describes specific operating responsibilities of the Concessioner and the Service with regard to those lands and facilities within Glacier Bay National Park and Preserve (hereinafter referred to as the "Park") that are assigned to the Concessioner for the purposes authorized by the Contract.

In the event of any conflict between the terms of the Contract and this Operating Plan, the terms of the Contract, including its designations and amendments, will prevail.

This plan will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Park. Any revisions shall not be inconsistent with the main body of this Contract. Any revisions must be reasonable and in furtherance of the purposes of the Contract.

2) DEFINITIONS

In addition to all defined terms contained in the Contract, its Exhibits, and 36 C.F.R. Part 51, the following definitions apply to this Operating Plan.

- A) Environmentally Preferable.** Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, productions, manufacturing, packaging, distributions, reuse, operations, maintenance, or disposal of a product or service. Product considerations include, but are not limited to, the environmental impacts of the product's manufacture, product toxicity, and product recycled content including post-consumer material, amount of product packaging, energy or water conserving features of the product, product recyclability and biodegradability. These include those products for which standards have been established for federal agency facilities and operations.
- B) Environmental Purchasing.** Purchasing of environmentally preferable products.
- C) Post-consumer Material.** Material or finished product that has served its intended use and has been diverted or received from waste destined for disposal.
- D) Recycling.** The act of producing new products or materials from previously used and collected materials.
- E) Service Policy.** The directives, policies, instructions and guidance regarding the National Park System and the Service that are in writing and approved by the Secretary of the Interior or a Department of the Interior or Service official to whom appropriate authority has been delegated, as such may be amended, supplemented, or superseded throughout the term of the Contract. Service Policy includes, for example, NPS-48. Service Policy is available upon request from the Service.
- F) Waste Prevention.** Any change in the design, manufacturing, purchase, or use of materials or products (including packaging) to reduce their amount or toxicity before they are discarded. Waste prevention also refers to the reuse of products or materials.
- G) Waste Reduction.** Preventing or decreasing the amount of waste being generated through waste prevention, recycling, or purchasing recycled and environmentally preferable products.

3) MANAGEMENT RESPONSIBILITIES

A) Concessioner

To achieve an effective and efficient working relationship between the Concessioner and the Service, the Concessioner must:

- (1) Designate an on-site general manager who:
 - (a) Has the authority and the managerial experience for operating the Concession Facilities and services required under the Contract;
 - (b) Must employ a staff with the expertise and training to operate all services authorized under the Contract;
 - (c) Has full authority to act as a liaison in all concession administrative and operational matters within the Park; and,
 - (d) Has the responsibility for implementing the policies and directives of the Service.
- (2) In the absence of the General Manager, the Concessioner must designate an acting General Manager.
- (3) Contact information: The Concessioner must provide a current list to the Service with all appropriate points of contact.

B) National Park Service

The Superintendent manages the Park with responsibility for all operations, including concession operations. The Superintendent carries out Service Policy, including Concession Contract management. Directly, or through

designated representatives, the Superintendent reviews, directs, and coordinates Concessioner activities relating to the Park. This includes:

- (1) Contact information: The Service provides a current list to the Concessioner with all appropriate points of contact.
- (2) Evaluation of Concessioner services and facilities.
- (3) Review and approval of rates charged for all commercial services.

4) GENERAL OPERATING STANDARDS AND REQUIREMENTS

A) Schedule of Operations

- (1) At a minimum, all visitor services will be open to the public from the Friday prior to Memorial Day through Labor Day each year. The Concessioner will submit proposed opening and closing dates for each public service and facility to the Superintendent for approval by December 1 for operations the following year. Proposed hours of operation for each public service and facility will be submitted to the Superintendent for approval by April 1 for operations that year.
- (2) The Concessioner must prominently post the hours of operation. The Concessioner must follow the minimum hours of operation unless the Concessioner requests changes and the Service approves the changes in writing. The Service may require occasional closures, delayed opening, or early closings due to weather, natural disasters, projects to repair infrastructure, and similar occurrences. Other than in emergency circumstances, the Service will provide reasonable notice to the Concessioner of these dates.
- (3) In the event of a weather emergency that requires a sudden unscheduled closure, the Concessioner will obtain the approval through the Service by contacting the Service's Visitor Information Station at 907-697-2627 or Dispatch Center at the Alaska Regional Communication Center 907-683-9555. The Concessioner also must notify the Concessions Management Division of unscheduled closures, as soon as is possible.
- (4) *Emergency Operations.* For "after hours" emergencies, the Concessioner must post prominently display phone number and location of the nearest telephone as well as other relevant instructions at all facilities and in all rooms.
- (5) *Pre and Post Season Meetings.* The Concessioner must meet with the Service annually to review the Operating and Maintenance Plans and to discuss planned operations for the season. The Service will present Service projects potentially affecting the concession operations. The Concessioner and Service staff will hold a post-season meeting to review the season's operation.

B) Rate Determination and Approval Process

- (1) *Rate Determination.* The Service ensures that the Concessioner's rates and charges to the public are commensurate with the level of services and facilities provided by the private sector. The Service will judge the reasonableness of rates based on current concession management guidelines. Rate approval methods are subject to change.
- (2) *Approval Timing.* The Service will endeavor to approve or disprove rates in accordance with the dates provided below:
 - (a) Lodge and Tour Rates. Within 30 days of submission.
 - (b) Food and Beverage Rates. Within 15 days of submission.
 - (c) Fuel (Gas and Diesel) Rates. Within 5 working days of submission.
 - (d) Other Services Rates. Within 30 days of submission.
- (3) All rate increase requests must be in writing and in accordance with applicable Service Policy and provide information to substantiate the requested rates in sufficient detail for the Service to be able to replicate results using methodology specified in Rate Administration Guide. If no rate increase is requested, the Concessioner will notify the Service of this in writing.
- (4) *Rate Compliance*
 - (a) Rate Request Information. All rate requests must include pertinent information about the rate and product or service proposed. This includes but is not limited to: brand names, portions, length of service, amenities provided, etc. Rate requests require support by established criteria and comparability data. The current Service Rate Approval Guidelines outline the information the Concessioner must include in the request.
 - (b) Approved Rate Posting. The Concessioner must make available to visitors all approved rates for goods and services. The Concessioner must prominently post all rates for goods and services provided to the visiting public, including room rates in each room.
 - (c) Rate Compliance. Rate compliance will be checked during periodic operational evaluations and throughout the year. Approved rates must remain in effect until superseded by written changes approved by the Service.

C) Purchasing

- (1) *Competitive Purchasing.* Purchases may be made from a facility operated or owned by the Concessioner or a parent company, provided the product is comparable in quality and price to like products manufactured by unrelated suppliers.
- (2) *Discounts.* To the extent applicable to the rate approval method in place, the Concessioner must take advantage of all available trade, cash, and quantity discounts and rebates and pass them through to the consumer.
- (3) *Environmental.* The Concessioner must purchase and use Environmentally Preferable products whenever available and feasible.

D) Evaluations and Contract Compliance

The Concessioner must provide the services and facilities required by this Contract in conformance to evaluation standards established by the Service Concessioner Review Program, Service Concessions Management Guidelines and within acceptable hospitality industry practices. The Service and the Concessioner separately inspect and monitor Concession Facilities and services with respect to:

- Service Policy
- Applicable standards
- Authorized rates
- Responsiveness to visitor comments
- Risk management
- Public health
- Fire safety
- Compliance with the Environmental Management Program (EMP)
- Effects on cultural and natural resources
- Correction of operating deficiencies
- Conformance to maintenance programs
- Compliance with the Contract including its Exhibits

The Concessioner must work with Service officials to prioritize and schedule the correction of deficiencies and the implementation of improvement programs resulting from these inspections. The Concessioner must correct deficiencies and prepare abatement plans within dates set by the Service.

- (1) *Annual Overall Rating.* The Service will determine and provide the Concessioner with an Annual Overall Rating by **April 1** for the preceding calendar year. The Annual Overall Rating will include a Contract Compliance Report and rating and an Operational Performance Report and rating.
 - (a) Contract Compliance Report. The Contract Compliance Report and rating will consider such items as the timely and accurate submissions of: annual financial reports; proof of general liability, automobile, and workers compensation insurance; and timely payment of franchise fees.
 - (b) Operational Compliance Report. The Operational Compliance Report and rating will consider such things as the evaluation of the Concessioners Risk Management Program, Public Health Rating and Periodic Operational Evaluations.
 - Risk Management Program Evaluation
 - The Service will annually conduct an evaluation of the Concessioner's Risk Management Program. Safety will also be a component of Periodic Operational Evaluations.
 - The Concessioner must perform periodic interior and exterior safety inspections of all Concession Facilities in accordance with its documented Risk Management Plan.
 - Environmental Management Program Evaluation
 - The Service will annually conduct an evaluation of the Concessioner's Environmental Management Program. A review of the concessioner's performance in addressing environmental audit findings will be included in the evaluation. Environmental management practices will also be a component of Periodic Operational Evaluations.
 - The Concessioner must perform environmental inspections of all Concession Facilities in accordance with its documented Environmental Management Plan.
 - Public Health Inspections. A representative of the Service's Public Health Program will conduct periodic evaluations of the Concessioner's food and beverage operations. A written record of this evaluation and rating will be provided to the Concessioner.
 - Periodic Operational Evaluations. The Service will conduct both announced and unannounced periodic operational evaluations of Concession Facilities and services to ensure conformance to applicable operational and maintenance standards. The Concessioner will be contacted at the time of facility evaluations so that a representative of the Concessioner may accompany the evaluator.

E) General Policies

- (1) *Facilities Use*
 - (a) Authorized Use. The Concessioner must use the assigned Concession Facilities for activities or services that directly and exclusively support contractual services required and authorized by the Contract.
 - (b) Smoking Policy. All buildings within the Concession Facilities are designated as non-smoking. A copy of Director's Order 50D regarding the Service's policy on smoking can be found at <http://www.nps.gov/policy/DOrders/DOrder50D.pdf>. The Concessioner may allocate the northernmost three tables (near the elevator) of the lodge deck as a smoking area. Tobacco products may not be sold or distributed through vending machines.
 - (c) Quiet Hours. Quiet hours are between the hours of 10:00 p.m. and 6:00 a.m. in all Concession overnight facilities and the Concessioner's employee housing areas.
- (2) *Reservations*. The Concessioner will utilize a centralized automated reservation system capable of accommodating requests for all services for which reservations are offered. All reservation personnel will be familiar with services available under this contract, and will be able to coordinate reservations in multiple services.
 - (a) Staff. The Concessioner will adequately staff a Reservations Office on a year-round basis and will increase staff, if necessary, to meet the need during peak periods.
 - (b) Reservations Services. Reservations services will be available at a minimum via the telephone, mail, fax, and Internet.
 - (c) Reservations/Deposits. The Concessioner will accept reservations at least six months in advance.
- (3) *Credit Cards*. The Concessioner must honor MasterCard, Visa, Discover and American Express. The Concessioner must accept debit cards.
- (4) *Public Restrooms*. The Concessioner must keep all public restrooms clean, well-stocked and available to the public during staffed operating hours.
- (5) *Lost and Found*. The Concessioner will operate its own Lost & Found department in conjunction with the park's lost and found procedures. All found items will be immediately tagged showing the location found and the name and address of the finder, and placed into a secure location under the control of the Front Desk Manager. In addition, a log of all lost and found items will be maintained by the Concessioner, tying the item to the tag number and disposition. A copy of this log is to be furnished to the Service Visitor Information Station (VIS) on a weekly basis. Items found in Concession areas must be returned to the owner if possible. All lost and found items will be taken to the lodge front desk for tagging and logging (this includes items from vessels, rooms, lobby, employee areas, etc.). Items not returned to their owners within seven days will be turned over to the VIS.
- (6) *Telephone Services*. The Concessioner may offer public pay phones with the approval of the Superintendent.
- (7) *Vending*. If provided, vending and ice machines and their location will be easily identified, adequately illuminated but controlled with sensors to power down lights when not in use to conserve energy and minimize night sky light pollution. Machines will be conveniently located, and of a design and color which complements the aesthetics of nearby buildings and surroundings. Use and installation of vending machines require Service approval. Cigarette vending machines are prohibited.
- (8) *Elevator Lift*. The Concessioner is responsible for facilitating use of the elevator through key security and assistance to users during the lodge operating season. The Service is responsible for maintenance of the lift providing handicapped access to the upper level of the lodge building (including any necessary inspections) until such time as the Concessioner is assigned space upstairs.
- (9) *Vehicles and Vessels*
 - (a) Licensing, Insurance, Maintenance, and Registration
 - The Concessioner must keep all of its vehicular equipment used to perform services under the Contract properly registered, licensed, insured, and maintained in accordance with all Applicable Laws.
 - The only maintenance activity allowed within the Park is topping off fluids in the maintenance area. All other maintenance activities, including but not limited to washing, fluid changes and painting must take place outside the Park.
 - (b) Identification. Concessioner owned vehicles and vessels must be identified with the Concessioner name and logo. Color schemes (other than for the company logo) and size of graphics will be submitted to the Service for prior approval.
 - (c) Parking. The Concessioner must ensure that its employees park in the areas designated for such purposes.

(10) *Interactions with Wildlife*

- (a) The feeding of wildlife within the Park is prohibited. The Concessioner must not encourage the feeding of wildlife within the Concession Facilities by displaying food, such as popcorn and bread, or maintaining hummingbird, seed, suet, or any other type of bird feeders. Food should not be left unattended outdoors.
- (b) The Concessioner must display approved signage informing visitors not to leave unattended food on any outdoor picnic table within the Concession Facilities.
- (c) To prevent wildlife attraction, all solid waste from the Concessioner's operations must be adequately bagged, tied and stored in sealed containers. Outdoor receptacles for trash, food waste, and non-paper recycling must be in bear resistant containers (BRC) which are closed properly at all times. Indoor receptacles should be constructed based on use (i.e., food waste versus office trash). All solid waste and recycling receptacles must be approved by the Service.
- (d) The Concessioner and its employees must notify the Service immediately regarding any issues with wildlife, especially bears.

(11) *Signs*. All signs must be professionally made (and not hand-printed) and securely attached.

(12) *Visitor Comments*. The Concessioner must make Service-approved comment cards available to visitors in order to measure service and quality standards, product mix, pricing, and overall Park experience. The Concessioner must provide the Service with copies of all guest written comments on a monthly basis. The Concessioner must keep an adequate inventory of comment cards available at appropriate locations within the Concession Facilities. At the request of the Service, the Concessioner must also make available Service comment cards check-out stations/point of sales registers.

- (a) The Concessioner must investigate and respond to all visitor complaints regarding its services **within 10 business days of receipt**. The Concessioner must provide the Service a copy of the initial comment, Concessioner's response, and any other supporting documentation.
- (b) The Concessioner promptly must provide the Service all visitor comments that allege misconduct by Concessioner or Service employees, or that pertain to the safety of visitors or employees or concern the safety of Park resources.
- (c) The Service will forward to the Concessioner any comments and complaints received regarding Concession Facilities or services. The Concessioner must investigate and make an initial response to any complaints **within 10 business days of receipt**. The Concessioner must provide a copy of any responses to the Service. The Service will forward to the Concessioner copies of its responses.
- (d) Monthly, the Concessioner must provide all customer satisfaction data collected including both written comments and tabulation of rating questionnaires. The monthly reports must include both the statistical data highlighting customer service trends, data analysis, and an action plan to correct any service related issues identified in the data. Data includes information gathered by the Concessioner or any third parties on behalf of the Concessioner. The monthly customer satisfaction data is due to the Service within 15 days after the end of each month. Upon request, the Concessioner must provide the Service supplemental information that supports the summary provided.

F) Human Resource Management

- (1) *Employee Identification and Appearance*. The Concessioner must ensure that all employees in direct contact with the public wear standardized clothing with a personal nametag. Employees must be neat and clean in appearance and must project a hospitable, positive, friendly, and helpful attitude. Attire must be freshly laundered and in good condition (not torn, stained or excessively faded).
- (2) *Firearms*. Concessioner employees may not possess firearms while on duty. The Superintendent, in his or her sole discretion, may grant exceptions to this prohibition upon consideration of a written request from the Concessioner's general manager with a thorough explanation of the basis of the request. The Superintendent will provide a written response to the Concessioner. Federal law prohibits firearms in federal facilities, such as Park visitor centers; these facilities are posted with appropriate notices at public entrances. In addition, firearms are not allowed in concession managed facilities that are posted with firearms prohibited signs.
- (3) *Employee Hiring Procedures*
 - (a) Staffing Requirements. The Concessioner must hire a sufficient number of employees to ensure satisfactory visitor services throughout the operating season. The Concessioner must attempt to offer its employees a full work week whenever possible. Prior to employment, the Concessioner must inform employees of salary, schedules, holiday pay, overtime requirements, and the possibility that less-than-full-time employment may occur during slow periods.

- (b) Drug-free Awareness and Testing Program. The Concessioner must provide its employees with a statement of its policies regarding drug and alcohol abuse and conduct educational program(s) for its employees to deter drug and alcohol abuse. The Concessioner must require any employee who is in a safety-sensitive position such as an equipment operator, or security-sensitive position to participate as appropriate in pre-employment and random drug testing. The Concessioner must make results of drug testing available to the Service upon request.
 - (c) Background Checks. The Concessioner must ensure that appropriate background checks are performed on all employee hires as appropriate for the position. The Concessioner must not hire an employee with any active warrants or warrants (current fugitive from justice). The Concessioner must make available, upon request, the type and status of background investigations conducted on employees to the Chief Ranger's Office. Prospective employees must be made aware in advance of hire that this information may be made available to the Service.
 - (d) Driver Requirements. Drivers of Concessioner-owned vehicles used in operations under the Contract must have a valid state operator's license for the size and class of vehicle driven.
 - (e) Service Employees. The Concessioner must not employ in any status a Service employee, his/her spouse, or a minor child without the Superintendent's written approval. The Concessioner must not employ in any status the spouse or children of the Superintendent, Deputy Superintendent, Administrative Officer, Concession Specialist, or Safety Officer.
- (4) Training. The Concessioner must provide appropriate training as follows:
- (a) Manuals. The Concessioner must develop written training materials for its employees.
 - (b) Safety. The Concessioner must train its employees annually according to the training requirements in its Risk Management Plan.
 - (c) Job Training. The Concessioner must provide appropriate job training to each employee prior to duty assignments and working with the public. The Service will monitor this training and may assist the Concessioner on request. Training must include the following in addition to job-specific skills:
 - Mission of the Service.
 - Customer Service. The Concessioner must provide customer service and hospitality training for employees who have direct visitor contact.
 - Resource and Informational Training. The Concessioner must provide training for all employees who provide interpretive and safety information. Training must incorporate information provided by the Service specifically for this purpose.
 - Sanitation Training. The Concessioner must provide sanitation training to food service personnel at the start of their employment in a food service facility and as needed to comply with Applicable Laws, including without limitation the current edition of the U. S. Public Health Service Food Code.
 - Environmental Training. The Concessioner must provide environmental training to all employees according to its Environmental Management Program.
 - Safety and emergency response to incidents including fire, medical, and law enforcement emergencies.
- (5) Orientation. The Concessioner must provide mandatory orientation and training for its employees. The orientation will be given to all employees annually prior to opening for service or at the start of employment.
- (a) The Concessioner must inform employees of Service regulations and requirements that affect their employment and activities while working and residing within the Park.
 - (b) The Concessioner must orient its employees to the resources of the Park, including potential safety hazards and their mitigation. This will include orienting employees to hazards they may encounter on their time off.
 - (c) The Concessioner must emphasize to its employees that the feeding of wildlife is not permitted.
 - (d) The Concessioner may request Service staff present certain topics of interest.
- (6) Employee Handbook. The Concessioner must develop and provide all employees with its employee handbook articulating the policies and regulations of the Concessioner and the Service. The Concessioner must forward a copy to the Service when developed and when revised.
- (7) Employee Responsibilities. The Concessioner must require that their employees adhere to all Federal and State laws at all times.

5) ENVIRONMENTAL INSPECTIONS**A) Concessioner Environmental Inspections**

The Concessioner will conduct environmental inspections of equipment and operations in accordance with Applicable Laws. The concessioner will also conduct periodic environmental inspections and environmental management reviews of applicable concessioner facilities and operations.

B) Environmental Audit

The Concessioner will be subject to a baseline environmental audit and then subsequent routine audits at least once every five years by the Service. The scope of the audit includes Applicable Laws and regulations, including but not limited to the current Service Environmental Audit Program Operating Guide.

6) RISK MANAGEMENT PROGRAM**A) Risk Management Plan**

The Concessioner must develop, maintain, and implement a Concessioner Risk Management Program that is in accordance with the Occupational Safety and Health Act (OSHA) and Director's Order #50B¹, Occupational Safety and Health Program and NPS-48. The Concessioner must submit its initial plan to the Service **within 120 days** of effective date of Contract and annually thereafter by **December 31** of each year. The Concessioner must update its Concessioner Risk Management Program to comply with Applicable Laws.

The elements that must be addressed in the Concessioner Risk Management Program include:

- (1) Policy written and available to staff
- (2) OSHA Qualified safety and health official designated (onsite)
- (3) Annual Goals and Objectives have been established
- (4) Program administration requirements have been followed
- (5) Inspection schedule has been developed
- (6) Inspections conducted by person(s) trained and capable of recognizing/evaluating hazards
- (7) Inspection records kept for a minimum of three years
- (8) "Serious hazard" deficiencies abated or action plans developed within time limits
- (9) "Non-serious hazard" deficiencies" abated or action plans developed within time limits
- (10) Documented plan for reporting and investigating employee and visitor accidents/incidents
- (11) All reportable accidents are being reported to the Service
- (12) Communication of activity-related hazards occurs
- (13) Communication of resource-related hazards occurs
- (14) Training planned and accomplished for supervisors
- (15) Training planned and accomplished for safety and health official(s)
- (16) Training planned and accomplished for employees
- (17) Procedures are documented for all probable occurrences
- (18) Plans are coordinated with the Service
- (19) Plans are distributed to employees or posted conspicuously
- (20) Other unique risk management program requirements in contract are followed

B) Emergency Response

The Concessioner must provide plans and procedures, equipment and training to employees to effectively respond to releases of hazardous substances for the purpose of stopping the release. These include an Emergency Action Plan and an Emergency Response Plan. The Concessioner must provide and maintain emergency response equipment as appropriate. The Concessioner must provide these plans to the Service, if requested.

7) UTILITY RESPONSIBILITIES**A) Conservation**

The Concessioner must encourage conservation of energy, water, and other resources through policies, programs, and goals.

B) General Requirements

- (1) Utilities provided to the Concessioner by the Service include electricity, water, sewage treatment, and fuel storage and handling. Utility rates are established in accord with Service policy. Utility statements will be issued to the Concessioner each month.
- (2) The Service will review capital and operating costs for utility systems and services annually and will notify the Concessioner in writing by November 30 of the rates for the upcoming calendar year. A rate

¹ <http://www.nps.gov/policy/RM50Bdoclist.htm>

comparability study is to be done by the Service, and rates shall be based on both the study and results of the preceding fiscal year's actual costs.

(3) The Service will review the Concessioner's pass-through reports to compare the projected and actual utility costs and rate pass-through. Differences of more than 5% will result in adjustments for the following year.

(4) The Service may terminate a particular utility service if such service is commercially available and the Service deems it in the public interest to switch to a commercial utility.

C) Water & Sewage. The Concessioner will be billed for water and wastewater utility services based on the amount of total water delivered to Concession Facilities.

D) Solid Waste Disposal. The Concessioner is responsible for separation and recycling of solid wastes and for appropriate disposal outside the Park.

E) Fuel Services. The Service will bill the Concessioner for the pro-rated cost of operation of the fuel storage facility based on the proportion of fuel the Concessioner passes through the facility. The basis for such billing (cost of operation and fuel data documentation) will be available to the Concessioner for review.

8) PROTECTION AND EMERGENCY SERVICES

A) Law Enforcement

(1) *Service*

(a) The Service shall respond to violations of Federal laws and regulations. State officials may be called to assist in some matters, but this will be accomplished through the office of the Chief Ranger or his/her authorized representative.

(2) *Concessioner Personnel.* Concessioner-employed security personnel have only the authority of private citizens in their interaction with Park visitors. They have no authority to take law enforcement action.

(a) Security. During the operating season, the Concessioner shall provide security personnel for the employee housing area to handle in-house employee issues and to check concession facilities for security purposes on a 24-hour, 7-day per week schedule. Concessioner-employed security personnel will be empowered to enforce the Concessioner's employee policies and housing regulations. Security personnel will be required to contact Park Law Enforcement staff immediately in the event of any criminal violation of State and Federal Law by concessioner employees. Security personnel should be identified as an employee, in uniform when on duty, with the same standards as for the other employees. The Concessioner's Manager-On-Duty, serving as a security person, will have a visual name tag/badge identifying him/her as such.

B) Structural Fire Protection

(1) The Service and the Concessioner shall provide fire protection jointly, with primary responsibility lying with the Service.

(2) Concessioner. The Concessioner must integrate structural fire and life safety procedures in its Risk Management Program. The Concessioner must ensure that all Concession Facilities meet Federal, State, and Local codes and that appropriate fire detection and suppression equipment is installed, operated, inspected, tested, and maintained in accordance with Applicable Laws, including, but without limitation, National Fire Protection Association standards, the park Structural Fire management Plan and Service Resource Manual 58 (RM-58) where feasible.

(3) Service. The Service will provide emergency response fire protection services to the Concessioner.

C) Emergency Medical Care

(1) The Service will provide emergency response medical services to the Concessioner.

(2) The Concessioner must provide adequate training and certification to appropriate staff to respond to basic emergency medical needs including CPR and use of an AED. The minimum certification standard will be Emergency Medical Technician or Emergency Trauma Technician. All reasonable efforts are to be made to see that an employee certified in basic first aid and CPR is on site during all scheduled operation hours and events. All Concessioner employees must be trained in proper emergency reporting procedures and must be instructed to provide essential information, e.g. a call back number at their location.

(3) Concessioner must provide at least one Automated External Defibrillator (AED) at the Lodge and one in the employee housing/administration area.

(4) The Concessioner must maintain basic first aid supplies at all Concession Facilities. An employee certified in standard First Aid must be available during operating hours.

9) PUBLIC RELATIONS

A) Required Notices

The following notices must be prominently posted at all Concessioner cash registers and payment areas:

"This service is operated by (Concessioner's name), a Concessioner under contract with the U.S. Government and administered by the National Park Service. The Concessioner is responsible for conducting these operations in a satisfactory manner. Prices are approved by the National Park Service."

Please address comments to: Superintendent
Glacier Bay National Park and Preserve
PO Box 140
Gustavus, AK 99826
907.697.2230
GLBA_Superintendent@nps.gov

"This is a facility operated in an area under the jurisdiction of the U.S. Department of the Interior. No discrimination by segregation or other means in the furnishing of accommodations, facilities, services, or privileges on the basis of race, creed, color, ancestry, sex, age, disabling condition or national origin is permitted in the use of this facility. Violations of this prohibition are punishable by fine, imprisonment, or both."

B) Public Statements

The Concessioner must refer all media inquiries concerning operations within the Park, questions about the Park, or concerning any incidents occurring within the Park to the Service. This includes all media interviews.

C) Advertisements and Promotional Material**(1) Promotional Material**

- (a) Approval. Before the Concessioner distributes any promotional or informational material, the Concessioner must submit the proposed material to the Service for approval. This comprises all promotional and informational material, including website information and social media. The Concessioner must contact the Service well in advance to establish specific time frames for each project review. The Concessioner must remove all unapproved promotional material from circulation at the request of the Service.
- (b) Changes. The Concessioner must submit all promotional media (including websites) changes and layout to the Service for review **at least 30 days prior to implementation** or printing. The Service will make every effort to respond to minor changes to submissions and other texts within 15 days. Longer periods may be required for major projects or where Service staff assistance is requested to help develop the product. The Concessioner should contact the Service well in advance to establish specific time frames for each project.
- (c) Material. The Concessioner should publish all advertisements and promotional material using soy-based inks on minimum 30% post-consumer material paper and tree-free products and double-sided.
- (d) Websites. The Concessioner must provide information to the Service to enable the Service to provide links on the Service website to the Concessioner's website.

(2) Statements

- (a) Advertisements must include a statement that the Concessioner is authorized by the Service and the Department of the Interior to serve the public within Glacier Bay National Park and Preserve.
- (b) Advertisements for employment must state that the company is an equal opportunity employer.

10) SPECIFIC OPERATING STANDARDS AND GUIDELINES**A) General**

The Concessioner must provide all services in a consistent, safe and healthy, environmentally-sensitive, and high quality manner and must operate in accordance with the classification and operating standards as defined by the Service. The operating standards provided by the Service Concession Guidelines, NPS-48 (as amended, supplemented, or revised throughout the term of the Contract) are considered service minimums until such time that the Service updates the operating standards. The Service is in the process of updating its operating standards for each classification based on industry guidelines and Service specific objectives and requirements. These standards will be generally consistent with AAA standards and will be applied as they are finalized. The Concessioner must monitor its operations to ensure that quality standards are met.

B) Lodging (Glacier Bay Lodge)

- (1) *General Operating Standards*
 - (a) Front Desk Operations. A front desk agent will be available for guest services 24-hours per day. Telephones should be answered within three rings.
 - (b) Camper services. The front desk will sell vouchers for the camper drop off and pick up services.
 - (c) Telephone Service. Guests will have in-room 24-hour access to incoming and outgoing phone service, electronic messaging or message delivery. Emergency messages must be delivered to the guest immediately upon receipt.
 - (d) Employee Housing. A maximum of eight guest units (units 1-8) may be used for employee housing, subject to approval of the Superintendent.
- (2) *Furnishings*. The concessioner must provide clean, well-maintained overnight accommodations. The concessioner must coordinate improvements to rooms and furnishings with the Service. Such furnishings, bedspreads, pictures, draperies, etc., must express a Park theme with sensitivity to historic preservation and décor. The Concessioner must obtain prior written service approval before implementation of improvements or changes.
- (3) *Housekeeping*. At a minimum, the Concessioner must thoroughly clean each guest unit daily, using environmentally-sensitive cleaning products where practicable, with complete bed and bath linens changed between stays and daily maid service for multiple-night stays. The Concessioner must provide fresh linens and bathroom supplies upon request; however, the Concessioner must encourage linen reuse during a guest's stay. The Concessioner must inspect a representative sample of rooms in each room type each day.
- (4) *Room Condition*
 - (a) Shower or tub curtains must be clean and free of rips and mildew. They should be of sufficient length and width to prevent water from flowing onto the floor. Bathrooms must be well illuminated, and shower curtains sufficiently translucent to allow for good transfer of light into the shower enclosure. Other types of enclosures (hinged and sliding doors) must meet the above criteria and must be easily moveable and intact. Sliding door tracks must be cleaned and in good repair.
 - (b) Floors and floor coverings must be intact and clean. Vinyl floor coverings must be polished, free of cracks, chips, or other signs of wear. Masonry tile grouting must be in good repair and clean. Wood floors should be painted or well-sealed. Area rugs must be treated to prevent slipping. Walls, ceilings, and windows must be clean. Windows should open, close, and lock easily.
 - (c) All surfaces, including tile and grout, must be free of mold and mildew.
- (5) *Amenities*. Required amenities are outlined below.
 - (a) Bedroom Linens. The Concessioner must provide a mattress pad, pillows, two sheets per bed, one blanket per bed, and one bedspread or comforter. All linen will be free of stains, rips, and excessive wear and tear and conform to Service standards. The Concessioner must provide an extra blanket in each room in either the closet or bureau.
 - (b) Bathroom Amenities. The Concessioner must provide environmentally Preferable products and amenities, including but not limited to the following: biodegradable soap, shampoo, and conditioner in individual containers or bulk dispensers; toilet paper; and wrapped sanitized glasses in each bathroom. The Concessioner must provide clean towels in good condition. There must be one large bath towel, one hand towel, and one face cloth per person.
 - (c) Guestroom Amenities. The Concessioner must provide hangers, wastebasket, recycling container, guest information, alarm clock, complimentary in-room coffee/tea maker (with automatic shut-off), coffee and teas, cups and glasses, ice bucket, and tissue in each lodge guest room. Disposable cups and glasses must not be made of Styrofoam. The Concessioner must wash and sanitize the reusable mugs or glasses and ice buckets after each guest.
 - (d) Information Packet. At a minimum, each guest room must include information outlining facilities and amenities available throughout the Park. The information packet is subject to the written approval of the Service.
 - (e) Locks. All guest room doors at lodging facilities must be equipped with a functioning primary and secondary lock. Guests must receive a key to the primary lock.
 - (f) Each door to a connecting room must be equipped with a functioning lock.
 - (g) Windows must be equipped with a functioning lock.
 - (h) Cribs. All cribs provided by the Concessioner must comply with US federal safety guidelines for Full-Size and Non-Full-Size Baby Cribs as outlined by the United States Consumer Product Safety Commission (16 CFR Parts 1219, 1220, and 1500 (Safety Standards for Full-Size Baby Cribs and Non-Full-Size Baby Cribs; Final Rule)).

- (i) Wireless Internet. The Concessioner must provide wireless Internet service, at a minimum to a suitable common space and the employee dining room, and broader coverage to rooms if feasible.
 - (j) Amenities Available by Request. The Concessioner must make some items available for guests either in every guest room or at the Check-in desk or an appropriate location for guest access. These items may include, but are not limited to, irons and ironing boards, hairdryers, rollaway beds and cribs. The Concessioner must notify visitors upon check-in if these items are not included in the guest rooms and available from the front desk. The Concessioner must provide these items at no charge unless otherwise approved in the rate approval process.
 - (k) The Concessioner must make available, upon guest request at the front desk or to housekeeping, complimentary toiletries, including toothbrushes, toothpaste, combs and sewing kits. The Concessioner may offer additional small toiletry items for sale. The Concessioner must provide a list of both complimentary and for sale toiletry items to the Service with Rate Approval requests.
- (6) *Group Meetings and Special Events*
- (a) The use of concession facilities for conventions and/or group meetings (the use of 10 or more rooms or 20 or more people) shall not be permitted if they interfere with general public use and enjoyment of the Park.
 - (b) Conventions or group meetings require approval of the Superintendent prior to booking. Some events require written permission from the Service, which may be provided under other permits such as Special Park Uses permits.

C) Day Boat Tour Operation

- (1) *General Operating Standards*
- (a) The Concessioner must have the written approval of the Superintendent prior to making commitments to third parties for any vessel additions, major modifications, replacements, or substitutions. The request for approval should include vessel specifications, impact on prices and visitor service and environmental concerns, such as sound signature above and below water, probable wake, emission, refuse handling, waste treatment, etc. Requests for emergency vessel replacements or substitutions will be considered expeditiously.
 - (b) The Concessioner vessel operators will attend a Park boater orientation for tour vessel operators prior to operating a vessel within the Park or immediately upon entering the Park. Concessioner vessel crews will receive a Park boater orientation within a week of reporting for duty in the Park.
- (2) *Incident Reporting*. Concession Vessel operators will immediately report the following incidents by radio to KWM 20 Bartlett Cove: (This does not relieve the vessel operator of other reporting requirements under all Applicable Laws such as to the USCG or Alaska Department of Environmental Conservation.)
- (a) Personal injury to a visitor or crewmember that may result in a tort claim or requires medical attention other than minor first aid.
 - (b) Marine casualties or oil spills as defined by all Applicable Laws including, but not limited to Coast Guard regulations.
 - (c) Wildlife incidents involving injury, property damage or posed a threat to humans. Any campers who missed a scheduled pick-up.
 - (d) Disruptions or alterations in service.
 - (e) Any whale strike.
- (3) *Operating Requirements*
- (a) The Concessioner will take every precaution necessary to insure that their vessel's wake will not injure a visitor or cause damage to other vessels or the Bartlett Cove Public Use Dock. Park regulations prohibit operating a vessel in excess of 5 mph or creating a wake within 300 ft. of the Bartlett Cove Public Use Dock. When traveling within ½ mile of a shoreline and overtaking another vessel or kayak in the water or on shore, Concessioner vessels should be slowed to a speed that will reduce the impact of their wake on the smaller vessel. When a cruise-ship transfer is in progress, Concessioner vessels should avoid creating a wake that could endanger boarding personnel. When a Concessioner vessel is overtaking a Service transfer vessel, the captain will radio the Service transfer vessel and coordinate a course that will minimize potential conflict.
 - (b) Vessel operators of all Concession vessels will report all sightings of whales by marine band radio to KWM 20 Bartlett Cove if requested by the Service.
 - (c) Materials, supplies, or equipment of any type will not be cached or stored at any location in the Park other than within Concessioner facilities at Bartlett Cove.
- (4) *Vessel Requirements*. All concession vessels shall:
- (a) Carry U.S. Coast Guard approved covered inflatable life rafts capable of carrying all passengers and crew and mounted so as to be automatically deployed in case of emergency.

- (b) Have appropriately sized lifejackets onboard for all passengers, including adults and child-sized jackets.
 - (c) Have at least one crewmember certified in standard First Aid, CPR and use of the automatic defibrillator on the vessel during all day tours.
 - (d) Carry a first aid kit, including blood pressure cuff and stethoscope, oxygen capacity for delivering six liters per minute for 60 minutes, and an automated external defibrillator. The contents of the first aid kit will be subject to review by the Chief Ranger.
 - (e) Not discharge wastewater into the Service operated wastewater treatment plant at Bartlett Cove without the written approval of the Superintendent.
 - (f) Have a bilge monitoring system that prevents discharge of oil or oily water, except in an emergency.
 - (g) Have a properly registered and programmed Class A Automatic Identification System (AIS) in operation while the vessel is in service.
- (5) *Day Tour Requirements.* Consistent with safe vessel operations, the Concessioner day tour will:
- (a) Operate one trip per day.
 - (b) Have a rated capacity of at least 149 passengers.
 - (c) Follow a Service approved route.
 - (d) Spend at least 15 minutes at South Marble Island.
 - (e) Spend at least 30 minutes at the face of Margerie or Johns Hopkins Glacier.
 - (f) Allow 1 hour for opportunistic wildlife viewing. Some prime viewing locations could include Oystercatcher Creek, Geikie Inlet, Gloomy Knob and the outwash at Tidal Inlet, near Grand Pacific Glacier or Russell Island cut.
 - (g) Shut down internal combustion engines, if safe to do so, while viewing primary tidewater glaciers and wildlife.
 - (h) Provide good viewing areas from inside and out on the deck. Windows shall be kept clean and fog free.
 - (i) Provide at least 8 square feet of floor space or 24 cubic feet of display cabinet space and 12 square feet of wall space in an accessible public area for Service interpretive visitor information (maps, reference books, hands-on items, exhibits).
 - (j) Provide a public address system with a cordless microphone that can be broadcast and understood on all inside and outside decks, for use in the Service interpretive program. Outside speakers for this system will be oriented such that sound projected beyond the vessel is minimized.
 - (k) Limit Concessioner announcements to those required for proper operation of the vessel.
 - (l) Limit on-board sales to only those items essential to the trip. Examples may include Adult Apparel, Children's Apparel, Souvenirs, Publications, Film and Batteries, Sundries, and Services.
 - (m) Provide binoculars, for loan or rent, in quantities sufficient to meet demand.
 - (n) Include Service approved food and beverage service.
- (6) *On-board Interpretation*
- (a) Service Interpreters will be provided by the Service aboard Concession tour vessels at the discretion of the Superintendent. The Concessioner may provide additional interpretive services that would complement the existing Service interpretive program, subject to approval of the Superintendent. Any Concessioner interpretive services will be subject to the approval of the NPS and will be coordinated with the Service interpretive program.

D) Food and Beverage

(1) General

- (a) All menus will maintain a price range that accommodates the general range of Park visitors, and be in accordance with the Service core menu concept. The Concessioner will ensure that core menu items are available throughout the operating season, and that portion size, quality and presentation are consistent with the approved product.
 - (b) The Concessioner will offer a core menu of reasonably priced familiar dishes.
- (2) *Glacier Bay Lodge Restaurant.* Service standards include, but are not limited to the following:
- (a) The restaurant must be open for breakfast, lunch, and dinner every day the Lodge is open. Schedules are subject to approval by the Superintendent.
 - (b) Waits for tables shall not exceed 30 minutes, except during peak guest use when waiting periods shall not exceed 45 minutes.

- (c) Waiting periods after a food order has been placed shall not exceed 30 minutes.
- (d) Special event banquets may be hosted if adequate service is also provided to the general public.
- (3) *Day Tour Boat*. Minimum, service standards:
 - (a) Light breakfast, lunch, and hot and cold beverages at no additional charge.
- (4) *Alcoholic Beverage Sales*
 - (a) Alcoholic beverage service may only be available to the public associated with meal service. Staff serving alcoholic beverages must meet or exceed all applicable State of Alaska requirements for serving these beverages (AS 04.21.025. Alcohol Server Education Course.)
- (5) *Healthy and Sustainable Food*. The Concessioner must integrate healthy and sustainable concepts into Food and Beverage operations.
 - (a) Examples of healthy food options include low calorie, balanced options including fruits, vegetables, lean protein, and whole grains.
 - (b) Examples of sustainable food options are those that are seasonal and locally grown; organic; fairly or cooperatively traded; environmentally preferable; meet animal welfare standards; contain limited additives; and are prepared using healthy food practices.
 - (c) As often as is feasible, the concessioner should attempt to meet the following guidelines:
 - Produce: Locally-grown and or certified organic, by a recognized organization (USDA Certified Organic preferable).
 - Meat/Poultry: No added hormones (e.g., bovine growth hormone), genetically modified organisms (GMOs), or antibiotics used in production. Organic is desirable. Humanely-produced and locally-produced are desirable conditions.
 - Dairy: USDA Certified Organic. Locally-produced. Humanely-produced.
 - Seafood: Seafood options should concentrate on local and environmentally preferable (Monterey Bay Aquarium Seafood Watch, Green) species.
 - Chocolate/Coffee/Tea: Shade-grown and Fair Trade (Certified by "Trans Fair USA") preferable.
 - The Concessioner should avoid use of products that contain high fructose corn syrup or artificial transfats.
- (6) *Food Safety Certification*. All food service employees *must* have a current food safety certification as required by state, county, or local health department.
- (7) *Public Health*. All food storage, handling and service *must* conform to the requirements contained in the most recent edition of the Food Code, as published by the U.S. Food and Drug Administration, including the Hazard Analysis Critical Control Point (HACCP) system.
- (8) *Reduction of Food Waste and Recycling of Beverage Containers*. The Concessioner *must* use and supply bulk condiments to minimize packaging where feasible. The Concessioner must sell prepackaged beverages and packaged food items in recyclable containers and provide appropriate recycling containers in the food service area. If disposable table settings are needed, the Concessioner should use biodegradable disposable products (e.g. cups, plates and cutlery).

E) Retail

- (1) *General*. The retail services provided by the Concessioner must comply with current Service requirements. The Service may review and approve all merchandise sold in the Park and may require the Concessioner to remove items determined to be inappropriate and unacceptable for sale.
- (2) *Location*. The sale of souvenirs, handcrafts, and sundry items is limited to those locations necessary and appropriate to serve the demand of the visitor. These sales locations and the extent of merchandise to be offered therein are subject to the written approval of the Superintendent.

Approved Sales Outlets:

 - (a) Glacier Bay Lodge Gift Shop and Camper Convenience Store
 - (b) Day Tour Boat
- (3) *Merchandise Plan*
 - (a) The Concessioner shall develop and update in conjunction with the Service, a thematic merchandise plan that will assure that merchandise reflects the purpose and significance of the Park.
- (4) *Environmentally Preferable Materials*
 - (a) The Concessioner will sell environmentally preferable products when economically and technically feasible and appropriate. As appropriate, informational tags will be attached to the sales item to show their relationship to Park themes and environmental attributes (e.g., clothing made from organic cotton) or display signs will be posted with same information.
- (5) *Gifts and Souvenirs*

- (a) Gift shops will offer items that have a direct relationship to Glacier Bay National Park and Preserve, its environs, history, or other related natural or cultural topics.
- (b) Wherever possible and appropriate, informational tags will be attached to the sales item to show their relationship to Park themes. Items directly related to the natural and cultural values of the Park will be prominently displayed, including authentic Alaska Native handcrafts. The Concessioner will give preference to sale of locally produced items as much as is economically feasible.
- (6) *Items Not to be Sold*
 - (a) Articles which persons of normal sensitivity might consider obscene, suggestive, indecent, blasphemous, profane, vulgar, or in ridicule of established institutions or customs.
 - (b) Animal skins or taxidermy specimens, or items containing animal parts except as part of an approved Native handcraft.
 - (c) Articles that are mislabeled as to character or origin, or otherwise misrepresented.
 - (d) Archaeological specimens or objects of American Indian origin over 100 years old.
 - (e) Fossils or other earth products (such as petrified wood) whose origin is from public lands.
 - (f) Merchandise such as plant material or plant seed of any kind may not be sold within the Park.
- (7) *Grocery and Sundry Items*
 - (a) The Concessioner shall provide an appropriate selection of grocery and sundry items consistent with visitor needs.
- (8) *Facility and Merchandise Appearance*
 - (a) The Concessioner must not impede the views from the exterior looking with signs in windows or other obstructions.
 - (b) The Concessioner must keep floor areas clean and free of clutter. A routine cleaning program should occur at a minimum of once per day.
 - (c) The Concessioner must maintain merchandise shelves and other glass areas (e.g., counters, store windows) free of dust, excessive scratches, and fingerprints.
 - (d) The Concessioner must place products that might present safety or security concerns for children in areas that are not within easy reach and easily monitored or controlled by an employee. The Concessioner must space displays sufficiently to allow customers to pass easily between them. Displays should not be top-heavy.
 - (e) The Concessioner may only provide undamaged merchandise, which is rotated on a regular basis and checked for cleanliness.
 - (f) The Concessioner must display prominently items of interpretive value and general value in natural and cultural education.

F) Camper/Kayaker Drop-Off

- (1) The Concessioner will provide daily backcountry vessel drop-off/pick-up services accommodating at least 20 campers and 15 kayaks or canoes to a minimum of three sites selected by the Service in consultation with the Concessioner.
- (2) Drop-offs and pick-ups will be on a regular schedule. If a backcountry party is not present at a scheduled pick-up, Service Visitor Protection Staff must be notified as soon as radio communication is possible. Unless directed otherwise by the Service, the Concessioner will continue the scheduled trip.
- (3) Drop-off sites may be changed by the Service at any time when required for protection of Park resources or visitor safety. Up to two additional sites may be selected by mutual agreement of the Service and Concessioner.
- (4) The Glacier Bay Lodge Day Tour drop-off sites are determined on an annual basis. Drop-off sites for 2014 are (tentatively):
 - (a) Opening through July 15: Sundew Cove and Mt. Wright
 - (b) July 16-through closing: Rendu and Sebree IslandSupplemental Drop-off site for NPS authorized concessioner guided kayaking groups:
 - (c) May 26-Sept 4: Ptarmigan Creek is approved for drop-offs and pick-ups of NPS authorized concessioner guided kayaking groups. The Concessioner is also authorized to drop-off unguided individuals or groups in conjunction with drop-offs or pick-ups of guided kayak groups. Scheduled pick-ups of unguided individuals or groups at Ptarmigan are not authorized. However, pick-up of unguided individuals or groups is authorized at the Captain's discretion.
- (5) If the Concessioner is unable to reach the drop-off/pick-up location within one hour of the scheduled time, the captain will immediately notify the Service. In cases where weather, mechanical or other conditions prevent scheduled pick-ups, the Concessioner will consult with the Service and develop a plan for notifying and ultimately picking up campers.

- (6) Responsibility for notification and pickup of stranded campers lies with the Concessioner, provided the stranding of the campers is due to the Concessioner failing to meet scheduled pick up time. In general, when mechanical problems preclude a scheduled pick-up, the Concessioner will be expected to arrange for a charter vessel to complete the pick-up(s).
- (7) The front desk staff at the lodge will inform each person purchasing a camper drop-off or pick-up voucher that camping permits are required and that a copy of the camping permit must be available when they board the vessel.
- (8) Prior to boarding, the drop-off vessel crew will verify that each group scheduled to be dropped-off in the backcountry has a valid camping permit. Campers without camping permits will be directed to the VIS for a permit. Camping permits are not required for Federal employees on official business or backcountry users planning a day trip.
- (9) All backcountry visitors and their kayaks and gear will be picked up at each pick-up location. If, because of time or capacity constraints, the drop-off vessel is unable to accommodate all the individuals at each site, the Concessioner will provide another vessel to retrieve the individuals.
- (10) The Concessioner will maintain a log of all drop-offs and scheduled pickups and provide passengers getting dropped off with an orientation regarding drop-off/pick-up procedures.

G) Vehicle and Transportation Operations

- (1) The concessioner must provide ground transportation between the Lodge, the Gustavus airport, and the state ferry dock. Buses or vans should be waiting for incoming guests as they arrive at the airport or dock.
- (2) *Vehicle Maintenance and Emergency Response*
 - (a) Vehicle maintenance will not be performed in visitor use areas. The Superintendent will designate areas for vehicle maintenance and concessioner parking.
 - (b) Individual fleet and public service vehicles should carry, at minimum, enough absorbent materials to effectively immobilize the total volume of fluids contained within the vehicle.
 - (c) Vehicles and operators transporting hazardous materials must have applicable Department of Transportation (DOT) certifications/registrations, and operators must be knowledgeable of local emergency response and personal safety protocol.

H) Dock Use

- (1) The Concessioner will be allocated a portion of dock space at the Service Public Use Dock for their commercial marine operations. All other vessel use will be considered private and will adhere to general park regulations concerning use of park facilities.
- (2) Dock space number one (see attachment 1, dock map), on the west end of the Public Use Dock, is assigned to the Concessioner for their use. The Service will consult with the Concessioner when allocating Concessioner dock space.

I) Fuel Services

- (1) *Operations*
 - (a) Hours of Operation. Minimum hours of operation will be 8:00am to 6:00pm during the operating season.
 - (b) Available Fuels. Gasoline, diesel, outboard motor oil and other lubricants shall be readily available to the boating public. White gasoline or similar camp-stove fuel must be available for campers.
- (2) *Fueling Procedures and Training*
 - (a) The concessioner will develop, implement and maintain standard operating procedures ("SOPs") for fuel dock operations.
 - (b) Only those Concessioner employees trained on fuel dock operation SOPs will be permitted to work on the fuel docks. A listing of those trained staff will be provided to the Service and will be posted in a prominent and visible location at the Fuel Dock Office.
 - (c) Fueling will be conducted in accordance with procedures specified in NFPA 30A, Code for Motor Fuel Dispensing Facilities and Repair Garages.
 - (d) The Concessioner will answer calls for fuel either in person or by radio/telephone communications within one minute or three rings.
 - (e) Fueling employees will be available on the fuel dock to dispense fuel within 15 minutes of the initial call and will be responsible for the proper fueling of all vessels (private and Concessioner-owned), instructing the boating public who wish to fuel their own vessels on the appropriate safety and environmental measures that must be undertaken prior to and during fueling the vessel.
 - (f) Fueling employees must also directly supervise the fueling of the vessel by the visiting public.

- (g) Customers will be discouraged through appropriate signage from "topping-off" to prevent overfilling fuel tanks.
- (h) The concessioner will provide (for sale to the public when necessary) and require customers to use, materials to control fuel spills during fueling where economically and technically feasible and appropriate. These include, but are not limited to, the use of absorbent materials for nozzles, fill pipes and vent lines to collect overflow and spillage.
- (3) Portable gas tanks less than 12 gallons in volume will be removed from vessels and will be fueled in secondary containment (e.g., plastic tub) provided by the concessioner
- (4) The Concessioner will provide, and insure proper use of, absorbent pads and overflow capture devices during all vessel fueling. Concessionaire will keep fuel absorbing materials in the spill containment area surrounding the fuel dispensing nozzles and keep the containment area free of water and free product. Saturated absorbent materials and water will be disposed of using the proper procedures.

J) Public Showers and Laundry

- (1) The Concessioner must ensure the facility is maintained and cleaned on a regular schedule and has clean, sanitary conditions with adequate amounts of hot water.
- (2) The Concessioner must note cleaning times on a record maintained within the room, replace shower curtains as often as necessary, and frequently check and resupply all supplies (soap, paper towels, and toilet paper).

K) Bicycle Rental

- (1) *General*. Bicycle rental services, if provided, will comply with the following:
 - (a) Up to twenty-four bicycles, in a range of sizes, may be available for rent. Bicycle helmets of proper size will be provided with each rental.
 - (b) A map showing permitted areas of use and speed limits (20 mph for the most part) will be provided with each rental. The employee renting the bicycle will reinforce this information verbally.
- (2) The rental agreement will include a statement signed by the renter that they will limit use of the bicycle to the permitted areas and will approved by the Superintendent
- (3) Bicycles will be kept in racks in a Service approved location.
- (4) Bicycles will be maintained in accordance with manufacturer recommendations and checked for proper operation prior to each rental.

L) Interpretive Services

- (1) *General*
 - (a) The Concessioner is not required to provide formal interpretive services. The Concessioner, however, will ensure that employees possess general knowledge of Glacier Bay National Park and Preserve's goals, resources, history, environmental and other management concerns commensurate with the employees' position.
 - (b) Any Concessioner interpretive services will be subject to the approval of the Service and will be coordinated with the Service interpretive program.
 - (c) Bus drivers shall welcome visitors and provide an accurate orientation to the Park on trips between Gustavus to Bartlett Cove.
 - (d) The Concessioner shall display or distribute interpretive materials provided by the Service.
- (2) *Non-Personal Interpretive Services*
 - (a) The Concessioner will explore a wide array of methods for conveying interpretive messages to visitors on Park-related themes and topics such as resource protection, appreciation of Park values, and Service goals.
 - (b) Park interpretive themes will carry over to merchandise sold in retail outlets. Service approved interpretive messages will be included on such items as menus, placemats, paper cups, and tent-cards.

11) REPORTING REQUIREMENTS

A) Concessioner Operational Reports

The Concessioner must provide the Service any and all supporting documentation for all operational reports upon request.

- (1) *Management Listing and Organizational Hierarchy*. The local General Manager must provide the Service with a list identifying key Concession management and supervisory personnel by department with their job titles, and office and emergency phone numbers by **May 1** of each year. The Concessioner must notify the Service of any change in key management personnel.

- (2) *Schedule of Operations.* The Concessioner will annually submit a written schedule of proposed opening and closing dates prior to December 1 of each year, and a schedule of proposed operating hours for all concession facilities and operations prior to April 1 of each year for the Service's approval.
- (3) *Incident Reports.* For the incidents below, the Concessioner must immediately use "911" reporting procedures. After using the "911" reporting procedures, the Concessioner must immediately contact the Service Visitor Information Station at 907-697-2627 or Dispatch Center at the Alaska Regional Communication Center 907-683-9555, and/or any other means necessary to make the Service aware of the emergency.
 - (a) Any motor vehicle accident resulting in property damage, personal injury, or death
 - (b) Any incidents with property damage over \$500.
 - (c) Any fatalities or injury sustained by a visitor or employee in a concession facility, and/or all medical emergencies shall be reported promptly to the Service Dispatcher.
 - (d) All suspected or known regulatory or criminal violations.
 - (e) Other incidents that may affect Park resources (e.g., fires, hazardous material spills, food storage) or violate state and federal law.
 - (f) A summary of all incidents occurring during the month shall be included in the consolidated month-end report.
- (4) *Human Illness Reporting.* The Concessioner immediately must report any suspected outbreak of human illness, whether employees or guests, to the Service. A suspected outbreak of human illness is two or more persons with common symptoms that could be associated with contaminated water or food sources or other adverse environmental conditions. Reports shall be made by telephone.

B) Monthly Asset Monitoring Report

The Concessioner must provide a monthly Asset Monitoring Report to the Service. The following information will be included in this report. The report will be due to the Service by the 15th day of the following month.

- (1) Financial and Operational Statistics. The Concessioner will provide operational statistics and financial information for each revenue-producing outlet. The statistics and information will be provided in a mutually agreed upon format. (See Operational Reports by Use, below).
- (2) Franchise Fee Payments. The Concessioner will provide documentation to the Superintendent demonstrating proof of required franchise fee payments as described in Section 11 of the Contract within 15 days of any remittance.
- (3) Utility Pass-Through Revenues. The Concessioner will provide the Superintendent with reports on utility rates recouped as pass-through revenue during the reporting month.
- (4) Repair and Maintenance Reserve. A status report on projects funded by the Repair and Maintenance Reserve.
- (5) Visitor Comments. The Concessioner must provide to the Service tabulated summaries of all visitor comments 15 days after the end of the month, including a year-to-date tabulation.

C) Operational Reports by Use

The Concessioner must include all operational statistics for the Concession Facilities in the monthly Asset Monitoring Report. An annual summary report will be due March 1st each year, unless otherwise agreed upon by the Director. The Concessioner must provide this data in a concise spreadsheet form approved by the Superintendent. Separate revenue and non-revenue data will be provided in all applicable areas.

- (1) *Overnight Lodging*
 - (a) Rooms available and occupied and average daily room rate
 - (b) Market segmentation (i.e. individual leisure, tours, group, conference)
 - (c) Total guest count
 - (d) Average length of stay
 - (e) Turn-away demand for days during that month and reasons
 - (f) Telephone revenues (in room, Internet and fax charges)
- (2) *Day Tour Boat and Camper Drop-Off*
 - (a) Day tour tickets sold segmented by lodge guest and non-guest, adult and child, and by advance sale versus walk-up
 - (b) Camper drop-off tickets sold segmented by lodge guest and non-guest
 - (c) Number of campers dropped off by location
 - (d) Number of campers picked up by location
 - (e) Number of kayaks dropped off and picked up.
- (3) *Food and Beverage*
 - (a) Number of covers served by breakfast, lunch, brunch, and dinner by outlet with corresponding revenues.

- (b) Food & beverage revenue for the day tour (and camper drop-off vessel if offered separately). Not including food or beverages included in the trip price.
- (c) Number of banquet covers by breakfast, lunch and dinner and corresponding revenues.
- (4) *Retail*
 - (a) Revenue by outlet (gift shop and tour boat)
 - (b) Number of transactions
 - (c) Revenue by merchandise category (i.e. Native American handicraft, souvenirs, grocery, apparel).
 - (d) Average transaction for each outlet
- (5) *Fuel*
 - (a) Marine Fuel. Type and number of gallons sold and associated revenue.
 - (b) Fuel for land vehicles (if offered). Type and number of gallons sold and associated revenue.
- (6) *Transportation*
 - (a) A breakdown, by day, of the number of bus trips and their route (ex. Bartlett Cove-Gustavus Airport)
 - (b) The total number of buses run per day
 - (c) Actual passenger counts per bus per day
- (7) *Employees*
 - (a) Number of employee housing beds available and occupied
 - (b) Number of permanent and seasonal employees on staff at end of month
 - (c) Number of meals served by breakfast, lunch, and dinner

D) Summary of Initial and Recurring Due Dates

The following summarizes the preceding reporting requirements and details other reports, plans, payments, and inspections that will be the responsibility of the Concessioner.

SUMMARY INITIAL AND RECURRING DUE DATES			
Title	Schedule	Due Date	Reference
Initial Requirements			
Environmental Management Program	Initial	Within 60 days of effective date of the Contract	Draft Contract, Sec. 6 (b),(1)
Balance Sheet	Initial	Within 90 days of effective date of the Contract	Draft Contract, Sec. 14 (c),(1)
Risk Management Plan	Initial/ Annually	Within 120 days of the effective date of the Contract; updates due by December 31 of each year	Operating Plan, Sec. 6 A)
Merchandise Plan	Initial	120 days after execution of the Contract	Operating Plan, Sec. 10 E), (3)
Annual			
Annual Financial Report	Annually	Not later than 120 days after the last day of the Concessioner's fiscal year	Draft Contract, Sec. 14 (b),(1)
Statement of Maintenance Reserve	Annually	Not later than 120 days after the end of the Concessioner's accounting year	Draft Contract, Sec. 14 (c),(2)
Schedule of Operations	Annually	No later than December 1 (opening and closing dates); no later than April 1 (hours of operation)	Operating Plan, Sec. 11 A) (2)
Rate Approvals	Annually	As submitted	Operating Plan, Sec. 4 B)
Employee Handbook	Annually	All handbooks will be provided 30 days prior to release	Operating Plan, Sec. 4 F),(7)
Annual Overall Rating	Annually	By April 1	Operating Plan, Sec. 4 D),(1)
Management Listing	Annually	By May 1 and when significant changes occur	Operating Plan, Sec. 11 A),(1)
Certificates of Insurance	Annually	30 days after renewal dates	Operating Plan, Sec. 4 D),(1)
Merchandise Approval/Selection Process	Annually	By January 1	Operating Plan, Sec. 10 E),(1)
Operational Reports	Annually/ Monthly	By March 1 of each year and by the 15 th day of the following month	Operating Plan, Sec. 11

SUMMARY INITIAL AND RECURRING DUE DATES			
Title	Schedule	Due Date	Reference
Inventory of Hazardous Substances	Annually	TBD	Draft Contract, Sec. 6 (d),(1)
Inventory of Waste Streams	Annually	TBD	Draft Contract, Sec. 6 (d),(1)
Monthly			
Franchise Fee	Monthly	By the 15 th day after the last day of each month of operation	Draft Contract, Sec. 11 (b)
Asset Monitoring Report	Monthly	By the 15 th day after the last day of each month of operation	Operating Plan, Sec. 11 B)
Visitor Comments	Monthly	By the 15 th day after the last day of each month of operation	Operating Plan, Sec. 4 E),(12)
Other			
Promotional Material	As Necessary	At least 30 days prior to distribution	Operating Plan, Sec. 9 C),(1),(b)

Note: Per the Contract, the Director from time to time may require the Concessioner to submit other reports and data regarding its performance under the Contract or otherwise, including, but not limited to, operational information.

Effective _____, **201**__