

A Sample Operating Plan or Operations and Maintenance Plan

The applicant's operating proposal describes the operating season, staffing, and services provided. Applicants must submit an operating plan describing how the operation and maintenance standards and operating requirements will be met or exceeded. There is not a specific format for an operating plan or operations and maintenance plan; however, it needs to be complete and address the items listed below.

Applicant Name: _____

Phone, e-mail, Address: _____

Activity/Proposal Name: _____

Submitted to: _____

Date: _____

History of Operation; Mission, Goals and Objectives

Describe the companies/program prior history, its mission, goals and objectives. Be specific include the dates, times, location, roads, trails, and sites used. List the number of guests/participants and equipment used.

Staffing Qualifications, Training, Certifications

During the operating season, the permittee will be required to provide, at a minimum, a designated representative. The names of company owners and management personnel will be listed and described in your business plan. In the operating plan, you must specify the name, experience, qualifications, and office location of the designated representative who will be responsible, as well as how the designated representative fits into the supervisory chain of command leading from your company management team to the hosts/site managers on the ground. In addition, specify the number of site managers/instructors and/or hosts you will provide. Describe the experience and qualifications these personnel will possess, and your process for evaluating their conduct and performance, and if necessary, taking disciplinary action. Describe the training which will be provided for site managers/instructors/ and/or hosts. Describe the uniform your employees will wear, the types of company vehicles that will be used, and how they will be designated if applicable.

Safety

Describe in detail how you will provide for public safety and meet basic health and safety standards for participants and the public. Specify any hazardous materials which may be used, the location(s) where hazardous materials will be stored, and how they will be stored safely and in compliance with applicable local, State, and Federal codes or regulations. Include an evacuation plan, search and rescue plan, and your communication plan.

Actions to Ensure Protection of the Environment

Actions to ensure protection of the environment: livestock operation, camp management plan, rehabilitation of the area, compliance with regulations, containment of exotics, handling of toxics, campsite location, rehabilitation of the area, compliance with regulations, and containment of exotics.

Security

Describe your procedures for adherence to the terms and conditions of your special use permit. How will the employees deal with rules of use and County, State, and Forest Service ordinances, regulations, or laws, including prevention of violations, response to violations, and employee training and experience in these areas. Provide a copy of your proposed rules of use. Describe your procedures for responding to and reporting incidents and emergency situations. Describe how you plan to provide your employees with reliable communications.

Responsiveness

Describe how you will meet or exceed the operation and maintenance standards and requirements for accessibility, information boards, customer comment cards, public contacts, and distributing information. Also describe your training program to familiarize site managers/instructors/hosts with local and regional information and public contact skills. Describe the content, format, materials, and how you will distribute any proposed pamphlets or brochures. Describe any proposed interpretive programs.

Optional Services

Detail any proposals to provide optional services such as sales of sundry items, special services or rentals, extended off-season stay limits/discount off-season pricing, or interpretive programs.

Fees Charged

Provide information on what fees will be charged for participation in the event/class/ or use of facility.

Use Data

Recreation use shall be recorded and submitted by October 10th of each year. Specify your methods for counting, tracking, and reporting visitor use.

Special Conditions

Describe how you will integrate your operations with the special conditions.

Signature Page

Name of Applicant

Address

City State Zip Code

Date

Forest Officer Signature

Title Date



