



Commercial Use Authorization - Operation Plan Criteria

Discussion:

An operation plan is required for each of the following Commercial Use Authorization (CUA) services: Guided Kayak Tours, Sailboat Charters, Fishing Charters, Water Taxi Service, Motorized Boat Tours, Guided SCUBA Diving, and Guided Backcountry Hiking and Camping.

The purpose of the operation plan is to tell the National Park Service (NPS) what, where and how the CUA Holder provides the services authorized under the CUA. It is especially important to identify measures the Holder uses when introducing clients to the cultural or natural areas of Apostle Islands National Lakeshore to prevent damage to the resource. This information is required by the NPS to process the CUA. The operation plan is reviewed and approved/disapproved by the NPS. The operation plan will be kept on file and will become part of the record regarding the performance of the CUA. However, it is a separate document and will not become part of the CUA.

Instructions for completing the Operation Plan

- Read through the outline.
- Answer each question in a simple and complete manner sufficiently addressing all of your tasks and activities.
- If a question does not pertain to your operation, please provide an explanation. For example, if you do not have employees, provide a statement that you do not have employees at this time.
- **Sign and Date** the operation plan and return it with the application package.
- If a question on the outline is unclear, please contact the Apostle Islands NL Commercial Services Manager at 715-779-9101.

On separate sheet of paper or on company letterhead, provide a statement for each question in each section below.

I. Operations to be conducted.

- a. What services are provided?
- b. Where and how are these services provided? (provide current map(s) identifying routes/areas proposed for use)
- c. What is the expected season of operation?
- d. How many outings are planned for this season?
- e. How many clients are expected to receive services under this CUA?
- f. How many and what type of vehicles, boats/vessels and other equipment will be used in the operation? (Respond as applicable to the particular CUA for which you are applying).
- g. How often will the equipment being used be inspected/serviced for safety and reliability?
- h. What is the last date of inspection on vehicles, vessels, trailers (as applicable) used to provide this service?

II. Products

- a. What equipment is provided to the client to use for this service?
- b. How often is the provided equipment inspected for safety and/or usability?
- c. Is food provided to the clients? Describe the type(s) of food provided (i.e., snacks, meals – hot, meals – cold).
- d. If food is not provided by the Holder, who is providing food?
- e. What type of sanitation practices will you encourage your clients to use in the lakeshore?

III. Safety Plan of Action:

- a. What kind of safety training is conducted with employees?
- b. How is the issue of safety addressed with the clients?
- c. What is the contingency plan of action in the event of serious accident or injury to clients and employees?
- d. What is the plan of action in the event of inadvertent (or purposeful) pollution of or damage to the resource is caused by the client or employee?
- e. What type of communications equipment is carried while providing these services?
- f. What is the contingency plan of action in the event of mechanical breakdown of a vehicle, boat, vessel, or trailer after the service has started? (Respond as applicable to the particular CUA for which you are applying).
- g. What is the contingency plan of action in the event unexpected circumstances require an unplanned overnight stay?

IV. Methods of Operations

- a. What types of sanitation practices do the Holder/employees use when providing services?
- b. Are recycling practices established for the business? If so, how does it work with the operation?
- c. How will the service be provided to ensure that no client or employee damages or removes natural resources, archaeological or historic artifacts from Apostle Islands National Lakeshore?
- d. What is the waste management plan for handling various wastes generated by providing this service (i.e., trash, food garbage, human waste, etc.)?