



Waste Today, Here Tomorrow

It doesn't matter what type concession you operate, you generate waste. Whether you are managing it in the park, or disposing of it outside, you need to make sure it gets disposed correctly. The United States Environmental Protection Agency (EPA) has set requirements for solid waste management in the Code of Federal Regulations (CFR) Title 40, Part 243, Section 200-1(a), which include:

- Storing solid wastes safely so as not to create a fire, safety, or health hazard;
- Maintaining an adequate number of containers that are large enough for the operation; and
- Maintaining solid waste containers in good, clean condition to prevent attraction or harborage of vectors.

For more information on EPA's Non-Hazardous Waste requirements visit www.epa.gov/osw/nonhaz/index.htm.

Federal facilities have additional requirements to more sustainably manage solid waste. While concessioners are not currently required to comply with the Executive Orders (EOs), they are encouraged to support agency goals in meeting them. EO 13423 *Strengthening Federal Environmental, Energy, and Transportation Management* mandates that federal agencies reduce the purchase and use of toxic chemicals, increase diversion of solid wastes, and maintain cost-effective waste prevention and recycling programs. EO 13514 *Federal Leadership in Environmental, Energy, and Economic Performance* elaborates upon EO 13423 with more specific solid waste requirements. Under EO 13514, federal agencies must:

- Promote pollution prevention and eliminate waste by minimizing the generation of waste and pollutants through source reduction;
- Divert 50% of non-hazardous solid waste, excluding construction and demolition debris (C&D);
- Divert 50% of C&D debris;
- Reduce printing paper use;
- Reduce toxic & hazardous chemicals; and
- Increase diversion through composting.

These are goals that you may want to consider for your own operations as part of your Environmental Management Program (if applicable) to help support your park in meeting its goals.

Finally, many concession contracts stipulate additional solid waste management requirements. For example, concessioners are generally required to recycle at least the same materials recycled by the park, and to consider purchasing reusable items over single-use options.

Minimizing the amount of solid waste produced by your operation is a win-win for both the environment in terms of reduced greenhouse gases (GHGs) and landfill space, and concessioners in terms of reduced landfill fees. In order to help your business track and reduce its waste production, consider joining a voluntary solid waste management program such as EPA's WasteWise. The program is free and offers technical assistance, provides monitoring tools, and generates an annual report to its members. You can use this report internally to consider your impacts and make improvements, as well as externally to show improvement over time and promote your business as environmentally conscious. For more information on WasteWise you can contact the WasteWise Helpline at (800) EPA-WISE or at oswwastewise@epa.gov. You can also visit the WasteWise website at www.epa.gov/epawaste/partnerships/wastewise/index.htm.



DO YOU KNOW YOUR CONTRACT?

Most concessioner contracts include a requirement for concessioner staff to 'maintain an inventory of waste streams'. As currently interpreted, this means that concessioner staff must document the annual generation of all hazardous and non-hazardous (i.e., trash and recyclables) solid wastes, including each waste stream and the annual amount generated.



Johns Hopkins Glacier
Glacier Bay National Park, Alaska

GreenLine

GreenLine is an official publication of the Commercial Services. The newsletter provides a forum in which the NPS can share information with NPS staff and concessioners about NPS Commercial Services, current environmental requirements, and best management practices. The newsletter also identifies resources available to improve concessioner environmental performance and highlights success stories.

Guest articles have been reviewed by the NPS Commercial Services and, if required, edited in collaboration with the original author.

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Notice: This newsletter is intended as an educational tool for businesses provide visitor services in national parks. Every effort has been made to ensure the information presented is accurate. However, the content does not constitute a complete reference to federal, state, or local laws nor does it constitute rulemaking, policy, or guidance. Relying solely on the information in the newsletter will not guarantee compliance with applicable regulations. Strategies, procedures, and proposed solutions for compliance issues should be discussed with the appropriate federal, state, and/or local regulatory agencies; it remains the sole responsibility of operators to determine compliance with regulations. Inclusion in the newsletter is not an endorsement of a particular operator, product, or strategy.

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Ask Dr. Ima Park



What is a 'green room'? What are the benefits of offering green rooms in my lodging operation?

Dr. Ima Park: Guestrooms are one of the most visible areas where a lodging operation can go green. While there are many behind-the-scenes upgrades that can improve your property's environmental performance (such as equipment upgrades), choosing green furniture and fixtures is a high-profile way to show guests you care about the environment. Some hotel owners/operators are taking the idea of a 'green room' even further by committing to making every element of the room environmentally preferable.

Requirements outlined in EOs must be implemented by all federal institutions. Under an EO, the National Park Service (NPS) has the authority to decide whether any of the goals will apply to concessioners. To date, the NPS Director has not required concessioners to meet EO requirements. However, even if not required directly by your concession contract, working to support the NPS in achieving the goals outlined in EOs is encouraged.

Why have green rooms?

- A Readers' Choice poll conducted by Conde Nast Traveler showed that over 70 percent of hotel guests are influenced by a hotel's environmental policies – that is a big impact on visitor behavior!!
- Green rooms save resources and money through water and energy use reductions.
- Green rooms illustrate to visitors that being green can also be functional and stylish.
- If you have an Environmental Management System (EMS) in place, implementing green rooms can be an effective and achievable goal.

What are the elements of a green room?

Green rooms integrate environmentally preferable alternatives for the conventional components of a lodging guest room. For example:

- Furnishings – e.g. Locally made furniture, bamboo floors, recycled carpet squares;
- Fixtures – e.g. Low flow shower heads, Compact Fluorescent Lightbulbs (CFLs), recycled glass counters, energy-saving televisions and electronic keycard systems;

- Linens – e.g. Organic or recycled cotton towels and sheets;
- Decor – e.g. Local artwork, recycled paint, low-VOC paints and shower curtains; and
- Amenities – e.g. Bulk soap/shampoo dispensers, recycled-content paper and pens, biodegradable or reusable water bottles/cups, organic coffee and tea.

What else should I consider when creating a green room?

Keep in mind that it isn't necessary to retrofit all of your rooms at once. Consider starting with just a few rooms as a test, and expand your program from there. Be sure to educate guests about the green rooms and the products being used within them through facility-wide signage and website information. Also, remember to work with your park on any of these projects so they are aware of your plans and can provide input. You may also need to consult with park staff on the approved rates for your upgraded rooms.

ECOLABEL INDEX

One way producers advertise the environmental qualities of their products is through ecolabels or eco-certifications. While such labeling can be useful, there is currently no third-party verification program in place, making it challenging to tell a truly 'green' product from a 'green washed' one. To assist businesses and consumers in identifying credible standards, ecolabels, and green claims, Big Room Inc. and the World Resources Institute (WRI) developed the Ecolabel Index. This index is the largest global database of ecolabels, currently tracking 377 labels from 25 industry sectors in 211 countries. The Ecolabel Index website is a great resource for concessioners who want to verify a product advertised as "green" is truly an environmentally friendly purchase.

Seals of Approval

Promoting your environmental efforts, either by attaining a certification or voluntarily joining a green program may increase visitor awareness of your sustainable practices while simultaneously giving your efforts credibility. Getting certified or becoming a member of a green organization may help you:

- Create a positive perception of your brand;
- Meet rising visitor demand for greener products and services;
- Educate visitors on environmental stewardship;
- Identify ways to reduce costs through more efficient operating procedures; and
- Further support the mission of the NPS.

With so many options for volunteer programs and certifications, it can be hard to determine which one will offer you the most value. Some programs cost money to join; however, many programs and organizations publicize their membership or certification criteria, so if your business does not wish to pay it is still possible to follow their sustainable practices. Look for opportunities that align with the operations and services offered by your company, as well as with your environmental goals and targets. Also make sure that the program you decide to join has real benefits for you and is not just “green-washing” with no tangible benefit to you or your visitors other than a plaque or seal.

****Keep in mind that the NPS does not endorse any particular programs. It is up to the operator to determine if a program is worthwhile or not for their business.**

Voluntary and Free Programs

By joining a voluntary or free program, you can learn about making your business more sustainable and gain access to valuable environmental management tools. For example, members of the Environmental Protection Agency’s (EPA) WasteWise program gain access to a data management system that collects, organizes, and analyzes solid waste information. WasteWise provides resources

and support to help companies reduce the amount of solid waste they create, which in turn can decrease solid waste management costs. Other benefits include recognition in WasteWise publications and case studies, and a climate profile prepared by EPA. The climate profile helps members understand how waste and recycling activities affect their climate footprint. Visit www.epa.gov/epawaste/partnerships/wastewise/ for more details.



Certification Programs

Most certification programs will assess your products or services in relation to your green policies and procedures. Certifications are available for almost any industry, from green buildings to lodging to food and beverage. For example, the Green Restaurant Association (GRA) is a national non-profit that aims to address every facet of the restaurant supply chain. To get certified, restaurants must earn points in designated categories such as water efficiency, waste reduction, and sustainable food by implementing green practices. GRA charges a certification fee based on the level of support a company needs. See www.dinegreen.com/default.asp for more details.

Clean Marina Programs are certification programs (typically voluntary) that exist throughout the United States to address issues related to the environmental impacts

of marina operations. These programs provide information, guidance, and technical assistance to marinas, local governments, and recreational boaters. Guidance focuses on minimizing impacts on water quality and coastal resources through the adoption of best management practices (BMPs). See www.masgc.org/cleanmarinas/states.htm for more details.

Membership Based Organizations

Membership organizations offer benefits to dues paying members. For example, Leave No Trace (LNT) is a program based on educating outdoor enthusiasts to minimize their impacts while hiking, camping, skiing, and other similar activities. LNT membership benefits vary, but can include discounts on educational materials, onsite training opportunities, and access to the LNT logo. Membership fees are based on each organization’s designation (small business, corporations, guide services). For more information, visit www.lnt.org.

Another type of membership-based organization is one that gives your green efforts credibility through public reporting and third party verification. Ceres is the largest organization of members committed to public disclosure of environmental and social performance. Member companies pay a fee based on revenue and in turn have access to a Ceres representative that helps each company identify areas for improvement and report environmental efforts following the Ceres protocol. See www.ceres.org/ for more information.

No matter what type of organization you choose to join or partner with, creating a more sustainable operation will likely yield reduced operating costs, improved efficiency, and increased business opportunities. You will also have the support to grow your current environmental efforts while educating park visitors about environmental stewardship and supporting the mission of the NPS.

EPA Partnership Programs offers participants the opportunity to join voluntary programs addressing a wide variety of environmental issues, from transportation to water to waste management. To learn more, visit www.epa.gov/partners/.

Concession Operations Recognized with 2010 Environmental Achievement Award

NPS recently announced the recipients of its 2010 Environmental Achievement Awards honoring outstanding accomplishments in the preservation and protection of park resources. Four concessions operations were presented with awards, and two more were recognized with Honorable Mentions. Award recipients demonstrated exceptional achievements in the protection of ecosystems, alternative energy use, reduction of solid waste and petroleum use, design of sustainable buildings, and climate friendly innovations.

Delaware North Companies Parks and Resorts (DNC P&R) at Grand Canyon National Park received an award for their innovative remodel of the Canyon Village Marketplace. Improvements included, but were not limited to: the purchase of shopping carts and baskets made from recycled plastic and designed with easily replaceable parts, the use of reclaimed wood from old textile mills and tobacco barns for fixtures, and the installation of a new dishwasher and grease trap that work together to collect and recycle kitchen waste oil.

DNC P&R also received an award for their efforts to significantly reduce fuel usage at Yosemite National Park. DNC P&R operates the Yosemite Transportation System (YTS) and is responsible for a fleet of 275 vehicles including tour buses, shuttle buses, tractors, tow trucks, work trucks, cars, and specialty vehicles. The program included use of diesel-electric hybrid trams, implementation of vehicle management policies (e.g., no-idling allowed, use of twice-refined oil as engine lubricant, and ride-sharing for commuters), and outreach to employees.

Doyon/ARAMARK Joint Vaaventure, a concessioner at Denali National Park and Preserve, received an award for their ISO 14001-certified environmental management system (EMS). They implemented programs under the EMS to focus on the following environmental impacts: electricity conservation, water conservation, fuel conservation, solid waste reduction, and GHG reduction.

Using these programs, Doyon/Aramark Joint Venture was able to reduce electricity consumption by 11.1 percent; reduce water consumption by 6 percent; increase fleet fuel efficiency by 3.2 miles per gallon; and by collaboratively working with the park, they were able to decrease the amount of waste diverted from landfills by 38 percent and reduce GHG emissions by 19.1 percent.

Xanterra Parks & Resorts at Yellowstone National Park received an achievement award for the launch of its “For Future Generations” campaign. This campaign promotes stewardship and educates park visitors and employees about the threats that climate change and pollution pose to our national parks.

The main component of this initiative is a retail store, ‘For Future Generations: Yellowstone Gifts’, dedicated to interpreting climate change in the parks. Through educational displays and a first-of-its-kind sustainable product scorecard, the store demonstrates how environmentally-friendly purchases can help mitigate the threats of climate change and prevent pollution. Other components of the campaign include an innovative educational display for guestrooms with a plush animal toy, an educational brochure, and a website on being a green guest in the national parks. The campaign also provides training and awareness programs for employees.

The Marine Mammal Center, a partner rather than a concessioner with Golden Gate National Recreation Area, received an Honorable Mention for incorporating green building practices into a major renovation of their facility. The renovation project was designed to construct a facility that better responds to the medical needs of marine mammal patients, significantly enhances research capabilities, and provides excellent public teaching facilities and exhibits. Improvements included, but were not limited to: use of Forest Stewardship Council-certified lumber, installation of cement board siding made from recycled paper, and use of natural heating and cooling methods (e.g., skylights, operable windows oriented to use prevailing winds, and radiant-heated floors).



CONCESSIONER HIGHLIGHTS

Pisgah Inn, Inc., operating in Blue Ridge Parkway, was recognized with an Honorable Mention for incorporating a variety of greening initiatives into its operations. Solar panels were installed to supplement energy requirements for heating the restaurant's hot water; electric hot water heaters in all guest rooms were converted to tankless and propane powered heaters; guest room toilets were converted to "dual flush" ultra low consumption toilets; and a vehicle was converted to operate using waste vegetable oil. Reduced water usage has minimized environmental impacts on the water dependent mountain bog and decreased loads on the park-operated water system and wastewater treatment plant.

To read detailed descriptions of the projects mentioned above, visit www.nps.gov/commercialservices/ea_awards_announcement.htm.



CONCESSIONERS, LEFT TO RIGHT:
DNC P & R Grand Canyon, DNC P & R, Denali National Park, Xanterra Parks and Resorts at Yellowstone, The Marine Mammal Center, Pisgah Inn, Inc.



The ENERGY STAR program is a voluntary energy management partnership of the US Environmental Protection Agency (EPA) and the US Department of Energy (DOE). The ENERGY STAR For Hospitality program provides free guidance to partners on energy management. The program provides a free but state of the art energy tracking tool for individual facilities or a portfolio of properties. It also assists partners in measuring current energy performance or "benchmarking," provides guidance for setting reduction goals, tracks savings over time, and rewards improvements.

As energy prices continue to trend upwards, joining a program such as ENERGY STAR For Hospitality can help your facility to save money by better understanding your usage and measures you can take to reduce it. In addition to a lowered energy bill, data shows that there is increasing recognition of the ENERGY STAR brand among Americans. If eligible based on selected operational characteristics and energy use data, a hotel can apply to display the ENERGY STAR label on promotional materials and the hotel website.

ENERGY STAR programs are also available for Retail, Healthcare, and Small Businesses. For more information on how to get involved in an ENERGY STAR program please visit www.energystar.gov/index.cfm?c=partners.pt_index. For specific information on the ENERGY STAR For Hospitality program, visit www.energystar.gov/index.cfm?c=hospitality.bus_hospitality.

Don't 'Tank' with UST Management

Many concessioners operate commercial fueling stations as a concession service or may operate their own fueling systems to support their services. These operations may involve managing underground storage tanks (USTs). Under the federal regulations at 40 CFR 280, UST owners/operators must ensure that existing and newly installed USTs meet installation, notification, corrosion protection, release detection, and spill/overflow prevention requirements. State-specific UST regulations may also apply. More information on state UST regulations is available at: www.epa.gov/oust/states/statcon1.htm. In addition, the NPS has adopted National Fire Protection Association (NFPA) 30 and 30A codes, which describe a number of industry standards that must be implemented in addition to EPA requirements.

Installation and Notification

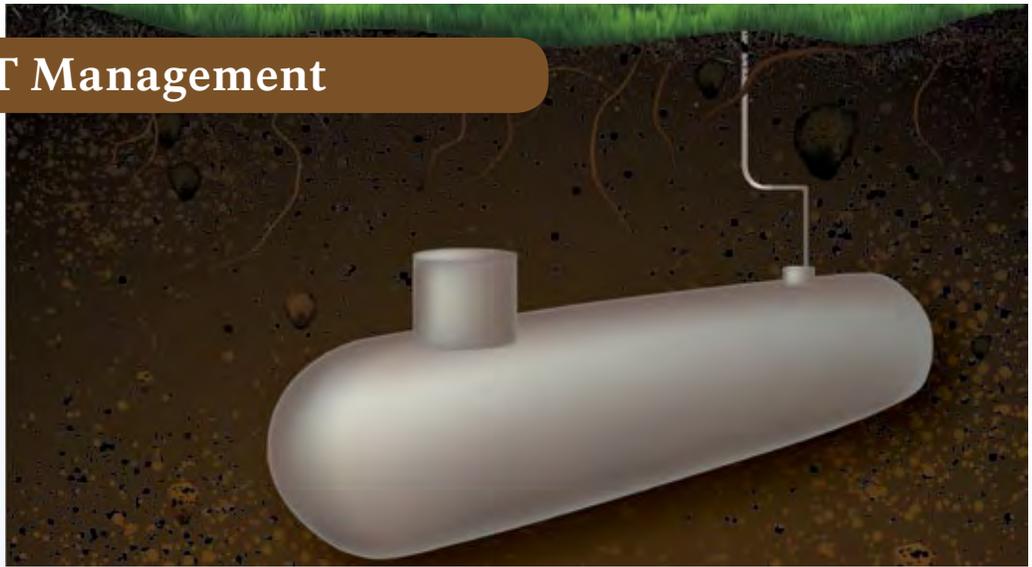
The UST regulations at 40 CFR 280.22 require that owners and operators provide written notification to EPA and/or the designated state agency within 30 days after a UST installation or upgrade. A federal or state form is typically used to provide this notification.

Concessioners planning to install new, or upgrade existing, UST systems should verify that installers are certified by the tank/piping manufacturer or the designated state regulatory agency. In addition, they should ensure that the UST systems they plan to purchase and install are compatible with the fuel product to be stored. Biofuels, such as ethanol and biodiesel blends, have significantly different characteristics than petroleum fuels and may lead to material incompatibility issues (More information available at: www.epa.gov/oust/altfuels/bfcompend.htm).

Corrosion Protection

Metal and metal-containing USTs and piping are subject to corrosive forces in the ground and are required to have corrosion protection to prevent compromising the integrity of the tank and/or its components (40 CFR 280.20 and 280.21). The two types of corrosion protection systems approved by EPA include sacrificial anode and impressed current.

Concessioners managing USTs subject to corrosion should ensure that corrosion protection systems are designed by an expert, that the corrosion protection systems are operated according to the requirements at 40 CFR 280.31.



Release Detection

Regulated UST systems must be able to detect leaks before or after they occur to prevent and mitigate contamination of soil and groundwater (40 CFR 280.43 and 280.44). Release (or leak) detection for tanks must consist of either:

- Monthly monitoring – Involves using one of the following: secondary containment with interstitial monitoring; automatic tank gauging; fuel vapor monitoring; groundwater monitoring; statistical inventory reconciliation; or another EPA approved methods; or
- Monthly inventory control with tank tightness testing – Involves reconciling measurements of tank contents, the amount pumped daily, and product deliveries. Tightness testing must be performed by a qualified professional using specialized equipment to check for leaks.

Leak detection for piping must be accomplished using automatic line leak detectors, line tightness testing, or an applicable tank method. Recordkeeping for these systems is critical. State and federal inspectors have been known to find violations if just one month of leak detection records are not available.

More information on release detection is available at: www.epa.gov/oust/ustsystem/leakdet.htm.

Spill and Overflow Prevention

Spill prevention involves having a sealed catchment basin (commonly called a spill bucket) around the fill pipe to capture spills during tank filling. In addition, tanks must be filled following industry standard practices (e.g., API Recommended Practice 1007, Loading and Unloading of MC306/ DOT 406 Cargo Tank Motor Vehicles).

For examples of catchment basins, visit www.epa.gov/oust/pdf/spillbucket.pdf.

UST owners and operators must use EPA-approved overflow devices and standard industry practices for filling tanks to prevent overfilling. Automatic shutoff devices, overflow alarms, and ball float valves are the three most common types of overflow prevention devices. More information on overflow devices is available at: www.epa.gov/oust/fsprevnt.htm.

Spill Response

Spills associated with USTs (including leaks and overfills) exceeding 25 gallons must be contained, cleaned up, and reported to EPA or the designated state agency within 24 hours (40 CFR 280.53). Some states require reporting at a threshold less than 25 gallons (be sure to check with your state). Spills under these thresholds must be contained and cleaned up immediately. For a summary of state spill reporting requirements, visit <http://normanswei.files.wordpress.com/2010/11/spill-reporting-table-by-states.pdf>.

Procedures for responding to spills associated with USTs should be documented in a facility-specific Emergency Action Plan or Emergency Response Plan (and optionally, a Spill Prevention, Control, and Countermeasure Plan) and should be coordinated with the park. UST Operators should only respond to spills in which they are properly trained.

Training

Concession staff who are directly responsible for operating USTs must obtain operator training per the Underground Storage Tank Compliance Act of 2005. This subject was covered in a previous issue of the GreenLine Newsletter available at: www.nps.gov/commercialservices/docs/GreenLine_2010_Vol9_Issue_2.pdf.

Managing USTs is perhaps the most complicated environmental program concessioners have to deal with. Be sure to consult with your state environmental office if you have

any UST management issues or questions. For more information on properly managing USTs, visit www.epa.gov/oust/pubs/ommanual.htm.

How to Effectively Promote Environmental Efforts

If you've put in the hard work, why not get some recognition for it? Guests love to hear that their money is going to a business that operates in an environmentally responsible manner. A 2008 study conducted by Boston College found that 65 percent of Americans surveyed indicated, "Companies that communicate about the environment make me want to buy products from them." Communicating your efforts also engages employees and guests whose participation in initiatives, such as recycling, is crucial to your program's success.

A variety of mediums can be used to effectively promote your company's efforts to protect the environment. Showcasing your environmental initiatives can lead to improved guest opinions of your business, a return on the investments you made in green products and increased revenue.

Making Media Work

When designing environmental messaging, consider the following:

- Keep it simple! Use everyday language; being green doesn't have to be confusing!
- Place a message on your website. This can be as simple as a small box listing the environmentally preferable items you sell or you can devote an entire page to your greening

efforts. Your company's website is a great place to provide detailed information that doesn't fit on a small sign or flyer.

- Place signs in your facilities, including employee areas. Be concise: guests and employees are more likely to read (and understand) a short statement than a lengthy paragraph. Remember to check with your park concession program on the theme and placement of your messages. Lodging operators can discuss environmental practices in their guest directory book.
- Restaurants can promote environmental efforts on the back of menus and on tables, as well as highlight sustainable food choices (e.g., organic) within menus.
- Tours and backcountry operations can highlight good environmental stewardship practices as part of their park-approved interpretive programs.

Looking Beyond the Printed Page

- Put environmental messaging on items guests will bring home with them. For example, list the recycled paper content at the bottom of a notepad or retail bag. Bringing home items with green messaging will remind guests of your company's efforts long after they leave the park.

- Placing environmental messages on green gift items like organic cotton T-shirts can potentially increase revenue. According to a 2008 SCA Survey conducted by Harris Interactive, 47 percent of adults are willing to pay more for environmentally friendly products.
- Be interactive! Use green messages during your regular personal interactions with guests. Have servers highlight your green menu items when guests arrive at their table, remind hotel guests about available recycling bins, and brief tour participants on your LNT program.
- Be sure to talk to park staff about your advertising and promotional plans to ensure they are consistent with park requirements and the overall interpretive messaging scheme.

DO USE SIMPLE, EYE-CATCHING SIGNAGE

Recycle in your blue bin



Newspapers, Magazines, Catalogs and Softcover Books

Keep loose, don't tie.



Cardboard

Flatten.



Papers, Mail, Envelopes



#1 and #2 Plastic BOTTLES*

Empty and rinse, no lids.



Cans and Jars

Empty and rinse out food residue, labels are okay.



#5 Plastic Tubs

Empty and rinse, no lids.

* While there are #1 and #2 food containers, ONLY #1 and #2 BOTTLES are recyclable. Bottles have necks and smaller tops than bottoms. Can't read the numbers on the bottom? Most bottles are #1 or #2—so if it is a plastic BOTTLE, recycle it!

HOSTING A GREEN MEETING

Hosting or supporting a green meeting is good for the environment and a great way to differentiate your business from competitors. Whether you are planning a meeting for your organization, hosting another organization's meeting at your lodge, or providing food and beverage supplies, there are a variety of ways to ensure the event is environmentally-friendly.

Planning is the first step to a 'green meeting'. An environmental commitment statement can help you prioritize your efforts and engage your attendees. This statement can also be inserted into contracts with service providers to ensure that they use environmental practices.

Other key ways to green meetings include using paperless technology; selecting local, organic, and vegetarian meal options; using recycled content products; and reusing and recycling materials.

For more tips on how to green your next meeting, visit these helpful websites:

10 Easy Green Meeting Tips:

www.bluegreenmeetings.org/HostsAndPlanners/10EasyTips.htm

Environmental Protect Agency Green Meetings Site

www.epa.gov/opptintr/greenmeetings/

Resources on Green Meetings, Green Purchasing, Green Lodging and more

www.bluegreenmeetings.org/Links.htm#more

Image courtesy of Onondaga County Recoursev Recover Agency
www.ocrra.org

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Branch Chief's Corner

In today's climate – that of greenhouse gases and belt tightening – park visitors are looking for experiences that are both 'green' and affordable. With that in mind, this issue of the *GreenLine* Newsletter is geared towards furthering the efficiency of your environmental programs and communicating your achievements to park visitors.

In *Seals of Approval* and *Get An 'Energy Star' for Hospitality* we discuss voluntary environmental programs that concessioners can join to support their efforts, while at the same time promoting these efforts to park visitors. In *Hosting a Green Meeting*, we discuss how your concession operation can both host and facilitate green conferences and other gatherings. In *Ask Dr. Ima Park* we look at how concessioners offering lodging services can make their existing rooms more appealing to eco-minded visitors. Finally, in *How to Effectively Promote Environmental Efforts*, we look at what mediums and formats make for effective environmental messaging.

On a regulatory note, this issue of the *GreenLine* provides information on two areas where we commonly see findings during environmental audits – fuel storage management and solid

waste management. In *Waste Today, Here Tomorrow* we discuss the federal requirements pertaining to managing and reducing solid waste, how you can calculate your waste, and programs you can join to promote your efforts. In *Don't Tank with UST Management* we outline the general federal compliance requirements of underground storage tank (UST) owners and operators, including what to do in case of a spill.

Finally, we illustrate how concessioners are already spreading the green message by highlighting the 2010 NPS Environmental Achievement Award winners. Congratulations to Xanterra (Yellowstone), Delaware North Companies (Grand Canyon and Yosemite), and Aramark (Denali) for their awards, as well as Pisgah Inn, Inc (Blue Ridge) and the Marine Mammal Center (Golden Gate) for their Honorable Mentions. Keep up the excellent and inspiring work!!

Kurt Rausch
Contract Management Team Lead,
NPS Commercial Services Program