

EXHIBIT B
OPERATING PLAN

1) INTRODUCTION.....	1
2) MANAGEMENT RESPONSIBILITIES.....	1
A) Concessioner	1
B) Service	1
3) GENERAL POLICIES AND PROGRAMMATIC REQUIREMENTS.....	2
A) Environmental Management Program	2
B) Risk Management Program	2
C) Resource Protection	4
D) Interpretive Services	5
E) Property Management	6
F) Visitor Satisfaction	6
G) Purchasing	7
H) Protection and Emergency Services	7
I) Human Resources	8
J) Entrance Fees.....	10
4) GENERAL OPERATING STANDARDS AND REQUIREMENTS.....	11
A) Schedule of Operations.....	11
B) Rate Determination and Approval Process.....	11
C) Evaluations	14
D) Public Information.....	16
5) OPERATING STANDARDS AND REQUIREMENTS SPECIFIC TO SERVICE TYPE	17
A) Single Day Guided Interpretive Backcountry Vehicle Tours	17
B) Multiple Day Guided Interpretive Backcountry Vehicle Tours (Authorized Service).....	20
C) Backcountry Cargo Hauling Service (Authorized Service)	23
D) Guided Interpretive Day Hiking (Authorized Service).....	24
6) REPORTING REQUIREMENTS	25
A) Emergency and Incident Reporting.....	25
B) Operational Reporting.....	26
C) Concessioner Financial Reporting	26
7) SUMMARY OF INITIAL AND RECURRING DUE DATES	26
ATTACHMENT A: REFERENCED WEBSITES.....	28
ATTACHMENT B AUTHORIZED TRAILS	29

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" or "NPS") describes specific operating responsibilities of the Concessioner and the Service regarding the visitor services within Canyonlands National Park (CANY), Arches National Park (ARCH) and Glen Canyon National Recreation Area (GLCA) (hereinafter referred to as the "Area") that the Concessioner is required or authorized to provide under the Contract.

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

This Operating Plan will be reviewed annually by the Superintendents of the Area in consultation with the Concessioner and revised as determined necessary by the Superintendents. Any revisions must be reasonable, consistent with the main body of the Contract, and in furtherance of the purposes of the Contract.

Elements of the Concessioner's proposal for the Contract are incorporated into Addendum 1 to the Operating Plan with the same effect as the terms of this Operating Plan. Attachment A (Referenced Websites) at the end of this Operating Plan includes links to documents, policies, and procedures referenced in this Operating Plan.

2) MANAGEMENT RESPONSIBILITIES

A) Concessioner

- (1) To achieve an effective and efficient working relationship between the Concessioner and the Service, the Concessioner must designate an on-site general manager who:
 - (a) Has the authority to manage and the managerial experience for the operations under the Contract.
 - (b) Employs staff with the expertise and training to operate all services provided under the Contract.
 - (c) Has full authority to act as a liaison in all Concessioner administrative and operational matters within the Area.
 - (d) Has the responsibility for implementing the policies and directives of the NPS applicable to the operations.
- (2) In the absence of the general manager, the Concessioner must designate an acting general manager.

B) Service

The Superintendent of the Southeast Utah Group has responsibility for all Area operations in CANY and ARCH, including commercial services operations. The Superintendent of Glen Canyon National Recreation Area has responsibility for all Area operations in GLCA, including commercial services operations. While the CANY and ARCH Superintendent is responsible for the overall management of this Contract, it is performed in conjunction with GLCA when the Concessioner is operating in GLCA. The Superintendents carry out NPS policy, including policies documented in the NPS Commercial Services Guide (CS Guide) and the Contract. The Superintendents, directly or through designated representatives, such as the concession specialist(s) of the Areas, review, direct, and coordinate, pursuant to NPS policy, the CS Guide, and applicable laws, Concessioner activities relating to the Areas, including by:

- (1) Evaluating Concessioner operations.
- (2) Reviewing and approving rates charged for all commercial services within the Area.

- (3) Reviewing and approving construction and improvements to Area lands and real property improvements.
- (4) Reviewing and approving changes to services, the Concessioner's plans, programs and procedures, and other requirements as outlined in the Operating Plan.

3) GENERAL POLICIES AND PROGRAMMATIC REQUIREMENTS

A) Environmental Management Program

- (1) *Standards.* The Concessioner must develop, implement, and maintain an Environmental Management Program (EMP) in accordance with NPS Environmental Management Program standards. The Concessioner is not required to have a documented EMP but must have a program in place to address environmental requirements of the Contract. The EMP must be updated in response to any environmental deficiencies found in environmental audits or other inspections. The EMP must account for all Concessioner activities with potential environmental impacts. The Concessioner must incorporate environmental best management practices throughout its operation.
- (2) *Environmental Reporting.* The Concessioner will submit to the Superintendent at least annually, by December 31 the following environmental data, reports, notifications, and approvals, unless reporting early notification is required.
 - (a) The Concessioner will submit corrective action information related to inspections or environmental audits to the Service upon request.
 - (b) The Concessioner must submit to the Service copies of all documents, reports, monitoring data, manifests, and other documentation required under applicable laws to be submitted to regulatory agencies. The Concessioner must also submit to the Service any environmental plans for which coordination with Area operations are necessary and appropriate, as determined by the Service in accordance with applicable laws.
 - (c) Hazardous Waste. The Concessioner will properly clean, mitigate, and remediate all unauthorized discharges of hazardous materials or non-hazardous chemical and biological products released from vehicles and/or stationary sources. Response will be consistent with guidelines established within applicable federal, state, and local regulations. When a spill, leak, or other release occurs, the Concessioner will notify Glen Canyon Dispatch as soon as possible without impeding cleanup. To assist with taking care of small fuel leaks, the Concessioner will carry a supply of hazardous materials equipment to absorb and bind hazardous materials for disposal.
 - (d) Recycling and Conservation. The Concessioner must implement a recycling program, source reduction program, and water and energy conservation measures. The recycling program will be designed to minimize use of disposal products.
 - (e) Inventory of All Waste Streams. The Concessioner must submit to the Superintendent, at least annually, an inventory of all waste streams generated by the Concessioner in the Area under this Contract. The waste stream inventory will include solid waste streams, hazardous waste streams, and items diverted for recycling, composting, or other such use. Additionally, the waste stream inventory will be in appropriate detail to distinguish for specific materials, such as plastics and food waste, and will include any documents, reports, monitoring data, manifests, and other documentation required by applicable laws regarding waste streams.
- (3) Notwithstanding any other provisions of the Contract, the Concessioner is not banned from and will not be penalized for using plastic straws in its operations under the Contract. The Concessioner may not use paper straws in its operations under the Contract.

B) Risk Management Program

- (1) *Standards.* The Concessioner must develop, implement, and maintain a Risk Management Program (RMP) in accordance with NPS Risk Management Program standards. The RMP must

account for all Concessioner activities with potential safety impacts. The Concessioner must submit its documented initial RMP to the Service within 60 days of the effective date of Contract and must submit any revisions at least 30 days before implementation. The Concessioner must update its RMP as needed to comply with applicable laws.

- (2) *Emergency Response Plans and Reporting.* The Concessioner must provide sufficient plans, procedures, equipment, and training to employees to enable them to respond to emergencies effectively and in accordance with applicable laws. Required plans must be included or referenced in the RMP and may include, but are not limited to, the following, depending on operational context (e.g., level of emergency response and the quantity of hazardous materials in either above-ground or underground storage tanks maintained by the Concessioner, etc.):
 - (a) Emergency Action Plan
 - (b) Emergency Response Plan
 - (c) Spill Prevention Control and Countermeasure Plan
 - (d) Emergency Vehicle Repair and Response Plan
- (3) *Hazard Communication Plan.* The Concessioner must submit to the Service its Hazard Communication Plan, prepared in accordance with applicable laws, within 120 days of the effective date of the Contract. This plan must be referenced as part of the Concessioner's RMP.
- (4) *Firearms.*

The Concessioner is responsible for determining how it will comply with federal and state firearm possession laws within its operations. The Concessioner must provide the Service a written possession of firearms policy detailing how it will implement these laws within its operation for review and approval within 60 days of the effective date of the Contract and as updated. Concessioner employees must not carry firearms while on duty in the Area. The Superintendent, at their sole discretion, may grant exceptions to this prohibition in consideration of a written request from the Concessioner.

- (5) *Exculpatory Agreements.*
 - (a) The Concessioner may ask visitors (or their legal guardian if the client is under 18 years of age) participating in the Concessioner's services identified below as "high risk" to sign exculpatory agreements that include a visitor acknowledgment of risk (VAR), waiver of liability (WoL), and indemnification clauses.
 - (b) "High risk" services under the Contract are the following: Guided Interpretive Backcountry Vehicle Tours, single day and multiple day.
 - (c) The Concessioner's exculpatory agreements:
 - (i) Must comply with applicable state and federal law and Service policy;
 - (ii) Must not waive liability or preclude claims against or require indemnifying the Concessioner for its gross negligence, recklessness, or willful misconduct; and
 - (iii) Must waive liability against the United States by including the following language:
 - a) "The undersigned further waives liability of the United States and acknowledges and agrees that the United States and its officers and employees are fully released from any liability for injuries, damages, or losses that the undersigned sustains as a result of or in connection with the undersigned's participation in this activity."
 - (d) The Service will not as a matter of standard practice, collect, review or approve the Concessioner's exculpatory agreements. However, the Service reserves the right to review the Concessioner's exculpatory agreements and any modifications or replacements of the agreements at any time during the term of the Contract and require any revisions to ensure all the requirements of Service policy are met. The Service also reserves the right to require changes to Concessioner's exculpatory agreements or, to the extent permitted by law, revoke

the Concessioner's allowance to use exculpatory agreements, if the Service determines the agreements are not compliant with Applicable Laws or Service policy. Any determination by the Service that a Concessioner's exculpatory agreement is policy-compliant does not convey the Service's view that the agreement is valid, enforceable, or otherwise endorsed by the Service for any purpose.

C) Resource Protection

(1) Wildlife Interaction.

- (a) The feeding of wildlife within the Area is prohibited.
- (b) The Concessioner must not display food in such a manner that may imply approval or encouragement of the feeding of wildlife. The Concessioner must store all food items and other potential attractants in a way to prevent wildlife issues
- (c) The Concessioner must ensure food, trash, and recycling containers are bear-resistant; and must receive Service approval of all containers before use.
- (d) The Concessioner must operate in a way that minimizes adverse impacts on wildlife.
- (e) Concessioner staff must comply with NPS wildlife interaction notification protocols.
- (f) Pets. Dogs, including pack dogs, cats, and other pets are not permitted to accompany commercial tours. This does not apply to guide dogs [36 CFR 2.15(a) (1)].

(2) Cultural and Archeological Resources.

- (a) The Concessioner must ensure protected sites and archaeological resources within the Area are not damaged or disturbed by the Concessioner, its employees, agents, or contractors, except in accordance with applicable laws and with the prior written approval of the Service.
- (b) The Concessioner must report discoveries of any archeological resources immediately to the Service.
- (c) The Concessioner must cease work or other disturbance that may impact any protected site or archeological resource until the Service grants approval, upon such terms and conditions as the Service deems necessary, to continue such work or other disturbance.
- (d) The Service will provide to the Concessioner a list of those cultural resource sites determined appropriate and capable of supporting the level of visitation. The list of cultural resource sites available for interpreted tours is subject to change by the Service. The Concessioner will not guide interpreted tours to, or disclose the location of, any cultural resource sites not identified on that list.
- (e) The Concessioner must report discoveries of any archeological resources immediately to the Superintendent.
- (f) The Concessioner must cease work or other disturbance that may impact any protected site or archeological resource until the Superintendent grants approval, upon such terms and conditions as the Superintendent deems necessary, to continue such work or other disturbance.
- (g) Should the Concessioner observe signs of vandalism of any kind (including defacement of rocks and damage to property), it must notify the Service as soon as possible.
- (h) The Concessioner will ensure that its employees and passengers leave artifacts and objects in place and do not enter historic structures. Any harm or alteration of natural, paleontological, historic, or archeological objects or structures is prohibited.
- (i) The Concessioner must abide by the Southeast Utah Group (SEUG) Cultural Site Disclosure Policy. Guides must stress to their clients the need to stay on established trails. Any harm or alteration of natural, paleontological, historic or archeological objects or

structures is prohibited. The Concessioner will ensure that its employees and passengers leave artifacts and objects in place and do not enter ruins.

(ii) Class 1 Archeological Site List

Arches	Island in the Sky District	Needles District	Maze District	Horseshoe Canyon Unit
Moab/ Courthouse Wash Panel	Aztec Butte Structures	Cave Springs Cowboy Camp	Doll House Granaries	Alcove Site
Ringhoffer Inscription on Tower Arch	Fort Bottom Cabin	Cave Springs Panel	Doll House- Spanish Bottom Trail	Great Gallery
Wolfe Ranch National Historic District	Fort Bottom Structure	Chesler Park Cowboy Line Camp	Harvest Scene	High Gallery
Wolfe Ranch Ute Petroglyph Panel	Green River Corral	Devils Lane Hill Panel (stay on road)		Horseshoe Shelter
	Murphy Trail and Bridge	Peekaboo Panel		Horseshoe Trough, Tank, and Pipeline
	Murphy Road Corral	Stone Storehouse		
	Neck Spring Trail Corral	Tower Structure		

- (i) The Concessioner must adhere to all posted closures for resource protection and safety, including specific areas and sites applicable to each Area.
- (i) Information on Canyonlands closures can be found in the Superintendent's Compendium at <https://www.nps.gov/cany/learn/management/compendium.htm> and <https://www.nps.gov/cany/planyourvisit/road-conditions.htm>.
- (ii) Information on Arches closures can be found in the Superintendent's Compendium at <https://www.nps.gov/arch/learn/management/compendium.htm>
- (iii) Information on Glen Canyon regulations and closures can be found in the Superintendent's Compendium at [Superintendents Compendium - Glen Canyon National Recreation Area \(U.S. National Park Service\)](#).
- (j) Within the Orange Cliffs Unit, the Concessioner must adhere to other regulatory requirements in 36 CFR 7.70(f), as applicable.

D) Interpretive Services

(1) Interpretive Service Plan.

- (a) The Concessioner must develop and implement an Interpretive Service Plan, which outlines a basic description of topics to be covered, resource materials being used, and the scope of employee training. An initial submittal and request of approval will be made to the Superintendent within 120 days of the Contract effective date.
- (b) The Concessioner will adequately train staff members in interpretive techniques. The Concessioner will provide and be evaluated upon thematic interpretation. Employees will demonstrate their knowledge of Canyonlands and Arches National Parks, its goals and objectives, and appropriate interpretive techniques in their programs. The Concessioner will explore a wide array of avenues for conveying interpretive messages to visitors on park related themes and topics such as resource and cultural protection, appreciation of park values, environmental issues and Service goals.

- (i) The Division of Interpretation at Canyonlands and Arches National Parks may be available to advise and assist the Concessioner in the development of an interpretive program, which encompasses all of these efforts.

E) Property Management

- (1) *Lost and Found.* The Concessioner must establish a lost and found policy. The Concessioner must submit this policy to the Service for approval within 60 days of the effective date of the Contract and as updated. This policy must address how the Concessioner will handle lost and found or unattended property. Procedures must conform to NPS guidelines found in Personal Property Management Handbook #44.
- (2) *Concessioner Vehicles.*
 - (a) All vehicles used to perform services under the Contract must be registered and licensed in accordance with all applicable laws.
 - (b) The Concessioner must ensure operators of all Concessioner vehicles must have a valid state operator's license for the size and class of vehicle driven.
 - (c) The Concessioner must ensure Service-approved designated areas are used to park and store its trailers, vehicles, and equipment in a safe, organized manner. The Concessioner must maintain unobstructed means of egress from all such areas.
 - (d) Concessioner vehicles used in the Area must display the Concessioner's name and logo.
 - (e) The only vehicle maintenance allowed within the Area is topping off fluids in area(s) the Service designates for maintenance. All other vehicle maintenance activities must take place outside the Area.

F) Visitor Satisfaction

- (1) *Visitor Satisfaction Surveys.*
 - (a) The Concessioner must establish a Service-approved visitor satisfaction survey. The Concessioner must submit its plan for this survey to the Service within 30 days of the effective date of the Contract. The survey may consist of electronic or hard-copy (e.g., comment card) surveys depending upon which survey medium best suits the location and services being monitored. The survey must monitor visitor satisfaction with service standards, perceived value, and overall visitor satisfaction.
 - (b) The Service is developing standard visitor satisfaction questions. Once developed, the Concessioner must include these questions in its visitor satisfaction survey and make results available to the Service.
 - (c) The Concessioner must have an adequate supply of comment cards, or, if using an electronic system, information available on accessing the survey.
- (2) *Visitor Complaints.* The Concessioner must respond to all visitor complaints received through its established visitor satisfaction survey or forwarded to the Concessioner by the Service.
 - (a) The Concessioner must provide the visitor an initial response within 48 hours to, at minimum, acknowledge receipt.
 - (b) The Concessioner must investigate and begin resolving all visitor complaints regarding its services within five business days of receipt. Copies of the initial complaint, the Concessioner's response, and any supporting documentation must be provided to the Service within five business days of the complaint, and the Service will copy the Concessioner on any response it makes to the visitor.
 - (c) The Service will forward to the Concessioner any complaints received regarding the Concessioner's operations.

- (3) Upon receipt, the Concessioner must provide copies to the Service of any visitor comments that allege misconduct by a Concessioner or NPS employee, or that pertain to the safety of visitors or the safety of Area resources.

G) Purchasing

The Concessioner may make purchases from a facility operated or owned by the Concessioner or its related entities, provided that the product is comparable in quality and price to equivalent products manufactured by unrelated suppliers.

H) Protection and Emergency Services

(1) Law Enforcement.

(a) Concessioner

- (i) The Concessioner must comply with emergency and operational reporting requirements detailed in the "Reporting Requirements" section of this Operating Plan.
- (ii) Concessioners have only the authority of private citizens in their interaction with Area visitors and employees. They have no authority to take law enforcement action.
- (iii) The Concessioner will implement standard operating procedures that result in the immediate reporting of all suspected and known criminal violations.

(b) Service

- (i) The NPS provides visitor protection services within the Area, including responding to emergencies involving public safety, civil disturbances, and violations of the law.
- (ii) The NPS handles all violations of NPS regulations and applicable federal, state, county, and city laws and ordinances within its jurisdiction.

(2) Emergency Medical Care.

(a) Emergency medical services (EMS) are provided by the NPS.

- (i) The NPS may review or investigate all visitor and Concessioner employee incidents that require emergency response.

(b) Concessioner

- (i) The Concessioner must maintain employee EMS certifications and training documentation if such certifications are required for the Concessioner's provision of the required and authorized services. The Concessioner must provide this documentation when requested by the Service.
- (ii) The Concessioner must train all its employees in proper emergency reporting procedures, including how to provide essential information (e.g., a call back number at their location) to facilitate the dispatch of rangers and emergency personnel.
 - a) The Concessioner will contact Glen Canyon Dispatch at 1-800-582-4351 for emergencies. 911 can be a backup.
 - b) Non-emergency reporting in Arches and Canyonlands National Parks and Glen Canyon National Recreation Area is made to Glen Canyon Dispatch 928-608-6301 or 800-582-4351 or glca_dispatch_center@nps.gov.
 - c) The Service may provide the Concessioner with additional information on proper emergency and non-emergency reporting procedures within the Area.
- (iii) The Concessioner will, when requested by the Service, cooperate with and assist in emergency situations such as accidents and search and rescues.
- (iv) Incident Response. When incidents involving a broken down or stuck vehicle occur, the priority is life-safety first (comfort is not to be confused with safety), environmental concerns second, and property salvage third.

(3) *Fire.*

(a) Concessioner

(i) The Concessioner is responsible for fire prevention and protection within the Area. The Concessioner will adhere to all backcountry fire regulations and applicable reporting requirements.

(b) Service

(i) The Service provides emergency fire response services within the Area.

I) Human Resources

(1) *Personnel List and Identification.*

(a) The Concessioner must provide to the Service a contact list of key management personnel within 30 days of the effective date of the Contract and annually by February 1.

(b) The Concessioner must immediately notify the Service of any changes and provide the Service an updated contact list.

(c) All Concessioner staff should be identifiable as employees of the Concessioner.

(2) *Employee Hiring Procedures and Policies.* The Concessioner will submit to the Service by February 1 and as updated, a copy of its hiring policies, which address, at minimum, the below requirements:

(a) Drug-free Awareness and Testing. 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 (i.e., a person who is in a position where a lapse in attention could lead to serious injury, death, or property damage) to participate as appropriate in pre-employment and random drug testing. The Concessioner must make results of employee drug testing available to the Service upon request.

(b) Background Checks. The Concessioner must ensure background checks are performed on all employees as appropriate for the position. These may include wants/warrants checks, local criminal history checks, federal criminal records checks, national multi-jurisdictional database and sexual offender searches, social security number traces, and driving history checks. The Concessioner must not hire an employee with any active wants 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 Area Chief Ranger's Office. The Concessioner must require prospective employees to allow a release of their background check information to the Service, and make them aware of this possible release of information in advance of hire.

(c) NPS Employees. Department of Interior (DOI) ethics regulation 5 C.F.R. § 3501.105(b) requires that Service employees obtain written approval from an ethics counselor before engaging in outside employment with a prohibited source. This approval is documented on DOI form DI-7010. The Concessioner must not employ in any status an NPS employee who has not obtained written approval through the DI-7010 process. Because NPS employees may not work on any matter involving a business in which they, their spouse, or their minor children have a financial interest, it may not be feasible for NPS employees with management and oversight responsibilities of concession operations (including concession specialists, superintendents, and NPS management staff) to receive ethics clearance to continue to work on matters related to the Concessioner when their spouse or minor children work for the Concessioner. The Concessioner should retain a copy of any approved DI-7010 forms in their files.

(d) Employee Area Entrance Passes

- (i) The Concessioner must obtain Area entrance passes for its permanent and seasonal employees.
- (ii) The Concessioner must maintain a tracking system for passes that are issued and ensure appropriate distribution.
- (iii) Since Area passes are the property of the U.S. Government, the Concessioner must ensure all passes are surrendered upon termination of employment and returned to the Service.

(3) *Training.*

The Concessioner must develop and provide appropriate training to employees as required by all applicable laws and Service policies and standards (e.g., CS Guide, service standards, etc.). The Concessioner must maintain records of all employee training and must provide those records to the Service upon request. In addition, the Concessioner must provide the following training:

- (a) Orientation. The Concessioner must provide mandatory employee orientation for all new employees and inform employees of Service regulations and requirements that affect their employment and activities while working the Area. Employees must have an understanding of the provisions of the Contract and of this Operating Plan.
- (b) Job Training. The Concessioner must provide adequate, applicable training to each employee prior to duty assignments and working with the public.
- (c) Safety. The Concessioner will train its employees annually according to the training requirements in its Concessioner Risk Management Plan, as well as relevant park regulations and policies.
- (d) Interpretive Training. The Concessioner will design and provide interpretive training for all employees who provide required and authorized services. The Service will evaluate interpretive visitor services to ensure appropriateness, accuracy, and the relationship of interpretive presentations to park themes. Interpretive materials for indigenous heritage sites and education will be developed in consultation with the Service and traditionally associated groups.
- (e) Employees who conduct tours within the Area must be provided training to demonstrate their knowledge of the National Park Service, its mission and values, the Area's interpretive themes, and the cultural and natural resources in in the Area.
- (f) The Concessioner may be invited to participate in training programs provided by the Service to help achieve this.
- (g) Leave No Trace (LNT) practices.
- (h) Communications protocols, including use of satellite communications and using a device capable of two-way communication.

(4) *Guide Qualifications.*

- (a) In addition to the training above, guides must possess, at minimum, the following:
 - (i) First Aid and CPR Requirements. All concession guides must have, at a minimum, a current Standard American Red Cross First Aid Card or its equivalent, and a current CPR and AED card in his/her possession while on duty in the park. Guides leading multi-day tours must have Wilderness First Responder (WFR) certification.
 - (ii) Backcountry Roads. Concessioner must ensure that its employees have firsthand knowledge of the roads to be traveled. The Concessioner must have documentation that ensures all employees have been properly familiarized and trained to operate on the roads and routes they are guiding.

- (iii) Backcountry Vehicle Emergency Repair Procedures. Employees must have a working knowledge of the safety aspects of and equipment repair procedures for each type of backcountry vehicle operated. The concessioner must notify the park of their plans to fix and/or retrieve a disabled vehicle.

(5) *Employee Handbook.*

The Concessioner must develop an employee handbook and provide each of its employees with a copy. The handbook will contain the policies and regulations of the Service and the Concessioner that pertain to the Concessioner's employees and contain information that ensures the Concessioner's employees understand the requirements of this Operating Plan. The handbook will convey the requirement that employees adhere to all applicable laws while in the Area. The Concessioner's employee handbook must include anti-harassment policies and reporting guidelines. The Concessioner must provide a copy of its employee handbook to the Service for review within 60 days of the effective date of the Contract and at least 30 days before publication and distribution of any updates to employees.

(6) *Human Resources Management and Staffing.*

- (a) The Concessioner must hire a sufficient number of employees to ensure satisfactory visitor services throughout the operating season and must attempt to offer its employees a full 40-hour work week whenever possible. The Concessioner must meet all applicable requirements of the U.S. Department of Labor.
- (b) *Employee Identification and Appearance.* All employees dealing with the general public will wear standardized clothing with a personal nametag and be neat and clean in appearance. Employees will project a hospitable, friendly, helpful, positive attitude, and be capable and willing to answer visitors' questions, and provide visitor assistance.
- (c) *Employee Conduct.* The Concessioner will review the conduct of any of its employees whose actions or activities are considered by the Service or Concessioner to be inconsistent with the proper administration of the Area and enjoyment and protection of visitors. The Concessioner will take actions needed to correct any such situation.

(7) *Organized Labor Activity.*

The Concessioner is required to comply fully with the National Labor Relations Act (NLRA), 26 U.S.C. §§151-169, and the applicable rules, regulations, and orders of the Secretary of Labor. The NLRA prohibits employers from interfering with, restraining, or coercing employees in the exercise of their rights relating to organizing, forming, joining, or assessing a labor organization for collective bargaining purposes; working together to improve terms and conditions of employment; or refraining from any such activity. Similarly, labor organizations may not restrain or coerce employees in the exercise of these rights.

(8) *Volunteers-in-Parks (VIP) Program.*

The Concessioner must permit its employees to participate in the NPS VIP program. More information on the VIP program can be found on the NPS website.

J) Entrance Fees

- (1) Upon entering Canyonlands National Park or Arches National Park, the Concessioner driver must stop at the entrance station (if open), identify their tour as a commercial tour authorized by concession contract and pay applicable fees for all client passengers.
- (2) Prior to entering Glen Canyon National Recreation Area, the Concessioner driver must ensure that an entrance fee is paid at www.pay.gov for all client passengers, unless a valid multi-park pass has already been obtained.

- (3) If paying entrance fees on behalf of its clients, the Concessioner may pay the commercial per person entrance fees directly at the entrance station or online at www.recreation.gov

4) GENERAL OPERATING STANDARDS AND REQUIREMENTS

A) Schedule of Operations

- (1) *Minimum Operating Season.* The Concessioner must provide the required services under the Contract in accordance with the minimum operating season outlined as follows:

Service and Location	Operating Season
One Day Guided Interpretive Backcountry Vehicle Tours	March 1 through October 31
Multiple Day Guided Interpretive Backcountry Vehicle Tours (Authorized Service)	March 1 through October 31
Guided Interpretive Day Hiking (Authorized Service)	March 1 through October 31
Backcountry Cargo Hauling Service (Authorized Service)	March 1 through October 31

- (2) *Allowable Operating Seasons and Hours for Authorized Services.* The Concessioner may provide the authorized services under the Contract in accordance with the allowable operating season and hours outlined below but must provide the Service with a notice of intent to provide the services, to include an outline of its plan to provide services subject to Superintendent review, at least 90 days before operations may begin. This notice is necessary to ensure the Service has sufficient time to make operational preparations.
- (3) *Proposed Schedule of Operations.* The Concessioner must provide its proposed schedule of operating season(s) and hours of operation by service and location for Service review and approval, annually by December 31. If the Concessioner seeks to reduce minimum operating season dates and hours of operation, the Concessioner must submit a formal request in writing to the Service and may not implement such changes until receiving the Superintendent's written approval.
- (4) *Holidays.* The Concessioner may, but is not required to operate, during federal holidays.
- Closures. The NPS may require an occasional closure, delayed opening, or early closing due to weather, natural disasters, utility work or projects to repair infrastructure, and similar occurrences. The NPS will provide reasonable notice to the Concessioner of any scheduled work. Emergency work may occur without notice. This may result in the Concessioner being required to:
- Delay, cancel, or reschedule a planned trip.
 - Limit the operation of the Concessioner in a specific area or during specific time.
 - Limit the size (either by number of vehicles or number of passengers) of a commercial group in the backcountry.
- (5) *Pre- and Post-Season Meetings.* The Concessioner must attend a pre-season meeting with the Service to review this Operating Plan and to discuss planned operations for the season, and a post-season meeting with the Service to review the completed season's operation.

B) Rate Determination and Approval Process

- (1) *Rate Determination.* All rates and charges to the public by the Concessioner must comply with the provisions of the Contract. The Service ensures the Concessioner's rates and charges to the public are commensurate with the level of services and facilities provided under the Contract, and are reasonable, justified, and comparable with similar services and facilities provided by the

private sector. The reasonableness of rates is determined based upon applicable laws and current concession rate approval policies and guidelines documented in the NPS Concession Management Rate Administration Guide (“Rate Administration Guide”) as it is amended, supplemented, or superseded.

- (2) *Rate Approval Methods.* The Concessioner must set rates or submit all rate requests in accordance with the Rate Administration Guide and with the following rate approval methods by service type:

Facility and Location	Service Classification	Rate Approval Method
Activities		
One Day Guided Interpretive Backcountry Vehicle Tours	Guided Land Tours	Competitive Market Declaration
Multiple Day Guided Interpretive Backcountry Vehicle Tours (Authorized Service)	Guided Land Tours	Competitive Market Declaration
Guided Interpretive Day Hiking (Authorized Service)	Guided Land Tours	Competitive Market Declaration
Backcountry Cargo Hauling Service (Authorized Service)	Guided Land Tours	Competitive Market Declaration

- (3) *Changes to Rate Approval Methods*

- (a) Changes initiated by the Service. Changes in market conditions may result in the Service modifying the rate approval method for any service types offered under the Contract. If the Service changes the rate approval method to comparability or core, the Concessioner will be notified by the Service of such a change at least 60 days in advance to allow for preparation of a rate request. The Service will provide sufficient notice of a change to rate approval methods for all other methods. The Service reserves the right to set interim reasonable and appropriate rates during the transition period to a different rate approval method.
- (b) Changes requested by the Concessioner. The Concessioner may request a change to rate approval methods but must submit a request to change the rate approval method for a service at least 60 days prior to the next rate request due date for that service, if applicable. A Concessioner request to change rate approval methods must include the following information:
- (i) An analysis of market forces criteria, including:
 - a) A list of competitors who provide reasonable substitutes of the Concessioner’s service.
 - b) A review of the similarity of competitor services.
 - c) Identification of travel time/distance to competitors/the competitive market.
 - d) Availability of Concessioner and competitor rate/price information to visitors planning trips or shopping service options.
 - e) The criticality of the nature of the service to visitors.
 - (ii) For requests to use Competitive Market Declaration (CMD): A description of the Concessioner’s planned rate setting strategy including its understanding of market position and variance with competitor rates.
 - (iii) For requests to use CMD: The Concessioner’s proposed monitoring plan, including occupancy/utilization data and visitor satisfaction information.
 - (iv) For requests to use CMD: The Concessioner’s proposed financial offsets as described in the Rate Administration Guide Addendum Version 1.0 March 2024.
- (4) *Interim Implementation.* Once the Service deems a request to change rate approval methods or a rate request complete, the Concessioner may notify visitors making reservations 90 or more days

- in advance of the anticipated rates subject to review. If the Concessioner's anticipated rates are not approved, the Concessioner must refund the difference to the visitors except as described below under "Rate Implementation when Service Approval is Delayed."
- (5) *Rate Approval Method and Rate Request Approval Timeframes.*
- (a) Within 20 days of receipt of the request to change rate approval methods or a rate request (as applicable), the Service will provide the Concessioner with a written determination that the request is complete or, if not, a description of the information required for the request to be determined complete.
 - (b) For requests that do not require a full comparability study, the Service will inform the Concessioner of the approval or the reason for any disapproval or adjustment within 10 days of determining that the request was complete.
 - (c) If the request requires a full comparability study, the Service will inform the Concessioner of the approval of the rates or the reason for any disapproval or adjustment within 30 days of the Service determining that the request was complete.
 - (d) If the Service requires a longer response period due to extraordinary circumstances, the Service will inform the Concessioner and provide an expected response date.
 - (e) *Rate Implementation when Service Approval is Delayed.* If the Service does not meet the timeframes described above and has not notified the Concessioner in writing of extraordinary circumstances that justify delay, the Concessioner may implement the requested rates without a final, written decision from the Service. If the Service denies the requested change to rates or rate approval methods after the Concessioner implements the requested rates or rate approval method, the Concessioner is not required to retroactively adjust rates for services booked prior to the denial.
- (6) *Management of Rates under the CMD Rate Approval Method.* The Concessioner is permitted to set and change rates based upon what the Concessioner determines the market will bear for service types approved under the CMD rate approval method.
- (a) Rate Adjustment. The Concessioner may adjust rates of CMD and non-core services without prior notification or written approval from the Service.
 - (b) Concessioner Rate Monitoring Plan. Within 60 days of the effective date of the Contract, and as updated, the Concessioner must submit a rate monitoring plan that includes its rate setting strategy regarding how it will price against competitors and initiate its own adjustments to rates in response to changes in competitor rates, occupancy, and visitor satisfaction levels, and what thresholds, standards, or benchmarks it will use as actionable trigger points. The plan must also describe the type, source, and scope of available data, occupancy/utilization information, and visitor satisfaction information it will supply to the Service. The Concessioner's rate monitoring plan is subject to Service approval. The Concessioner's plan must describe a variety of monitoring components, including:
 - (i) Monitoring by service type
 - (ii) Competitors by service type
 - (iii) How it will track competitor pricing
 - (iv) What its strategy is for pricing against competitors
 - (v) How it will monitor utilization
 - (vi) How it will monitor visitor satisfaction
 - (c) Service Rate Monitoring. The Service will monitor the Concessioner's rates to verify that rates remain reasonably like those of competitors, that utilization (occupancy) remains similar to prior periods and does not decline due to rates and charges, and that visitor satisfaction data demonstrate visitors are satisfied with the Concessioner's services. Rate monitoring will be conducted by visitor service category using Concessioner data provided in accordance with

Operational Reporting Requirements outlined in this Operating Plan and available data on the Concessioner's competitors.

- (7) *Posted/Published Rates and Compliance.* The Concessioner must prominently post or publish all rates for the visitor services it provides. Published rates must not exceed any respective maximum rates approved by the Service, if applicable. Posting and publishing of rates may include, but is not limited to, the Concessioner's website and telephone reservation systems, and third-party booking agents' websites and reservation systems. Third-party companies (travel agencies, online booking engines, etc.) that are selling services for the Concessioner must sell those services at or below any Service-approved maximum rate, if applicable. The Concessioner must include any service fee or commission that the third-party charges in the approved maximum rate.
- (8) *Reduced Rates for Government Employees.* The Concessioner must provide reduced rates to government employees when they are conducting official government business in which the government is obligated to pay for the service or reimburse the employee. Conditions for the provision of reduced rates for official government business are described in the Commercial Services Guide at 6.12.7.2 Reduced Rates. The Concessioner may not provide reduced rates for goods or services to government employees who are not on official business, or their families, unless such rates are available to the general public.
- (9) *Discounted Items.* If the Concessioner offers an item or service at less than optimum condition (because of unavailable amenities, or because of poor service or other conditions), it must discount the item.
- (10) *Deposit and Cancellation Policies.* The Concessioner must develop reservation procedures, including rates for deposits and cancellations, which are patterned after industry standards or those of businesses in the local market that serve as comparables or competitors to the Concessioner. The Concessioner may implement policies that are more favorable to the visitor than those of comparables or competitors, but not less. The Concessioner's rate schedule and advertising material must state in detail the conditions under which deposits will be refunded or cancellation fees charged. Reservations may not be accepted more than one year in advance for guided interpretive backcountry vehicle tours or for other services. The Concessioner must submit its reservation procedures, including deposit and cancellation policies, in writing to the Service for approval annually by February 1 if updated. Refund due dates must be within industry standards, if not immediate.
 - (a) Reservations. The Concessioner will provide a reservations system for advance bookings. Reservation personnel will be familiar with services required and/or authorized by the Contract.
 - (b) Deposits. The Concessioner may require a deposit to hold the reservation. The deposit requirement and refund policy is part of the rate approval process and must be requested by the Concessioner and must be approved in writing by the Superintendent before they are charged or advertised.
 - (c) Refunds. The Concessioner will process refunds within two weeks of cancellation.
 - (d) Third-Party Booking Sites/Agents. Booking sites/agents must identify the authorized Concessioner as the provider of any tour within park boundaries. The Concessioner is responsible for and must honor arrangements made by its booking agent. Services provided by the Concessioner must be performed by its employees.

C) Evaluations

- (1) *Concessioner Monitoring Program.* The Concessioner must inspect and monitor its facilities and services for compliance with all applicable laws, the CS Guide, the Contract, including its exhibits, and other operational performance requirements and industry best practices, as well as its own plans and procedures. The Concessioner is responsible for developing and implementing corrective action plans to respond in a timely manner to any operating deficiencies.

- (2) *Service Concessioner Review Program.* The Service will evaluate the Concessioner's Concession Facilities (if applicable) and services to assess and rate Concessioner performance in accordance with the Service's Concessioner Review Program as described in the CS Guide. The Concessioner must provide full access to management, facilities, documentation, and other resources necessary for the Service to conduct these evaluations. The Concessioner must prioritize and schedule corrections to and correct deficiencies. Copies of service standards, program standards, and all evaluation forms are available on the NPS Commercial Services' Concessions website under Concessioner Tools. The Concessioner will receive an Annual Overall Rating (AOR) report (Form 10-AOR) based on Service evaluations for the preceding calendar year. Program area scores will be rolled up into the Annual Overall Rating and rated as unsatisfactory, marginal, satisfactory, or superior based on the number of deficiencies in meeting service-specific and program standards, including special attention items as identified on the evaluation forms. Special attention item deficiencies will cap the program area score. One marginal program area score will cap the AOR at satisfactory. Two marginal program area scores or one unsatisfactory program area score will cap the AOR at marginal. Three marginal or two unsatisfactory program area scores will cap the AOR at unsatisfactory. AOR evaluation program areas are as follows:
- (a) Administrative Compliance (Form 10-ADM). An annual review of the Concessioner's compliance with administrative contractual requirements, including timely submission of the annual financial report, timely and accurate submission of franchise fees, and proof of insurance requirements.
 - (b) Operational Performance/Periodic Evaluations. Periodic evaluations of the Concessioner's operations to ensure conformance to applicable service standards and other operational requirements. Periodic evaluations may be announced or unannounced. The Concessioner may be contacted at the time of unannounced evaluations so that a representative of the Concessioner may accompany the evaluator. The operational performance rating (Form 10-OPR) collates periodic evaluation scores from all services under the Contract and weights them as determined by the Service.
 - (c) Risk Management Program (Form 10-RMP). This evaluation considers the Concessioner's performance in implementing health, safety, and fire management programs and operating in accordance with the Concessioner's documented RMP. The Concessioner will receive an RMP rating based upon this evaluation.
 - (d) Environmental Management Program (Form 10-EMP). This evaluation considers the Concessioner's performance in protecting natural resources, meeting environmental compliance requirements, and operating in accordance with the Concessioner's EMP. The Concessioner's performance in addressing environmental audit findings is a component of this evaluation. The Concessioner will receive an EMP rating based upon this evaluation.
- (3) *Visitor Satisfaction Review.* The Service may review Concessioner visitor satisfaction monitoring system and survey results, complaints, and comments on the Concessioner's services.
- (4) *Other Service Audits, Inspections, and Evaluations.* The Service may request the assistance of third-party subject matter experts to conduct other audits, inspections, and evaluations of the Concessioner's operations. The findings of such experts may be incorporated in Service evaluations. The Concessioner must provide full access to its management, facilities, documentation, and other resources necessary for the Service to conduct these evaluations. The Concessioner must prioritize, schedule corrections to, and correct deficiencies.
- (a) The Concessioner's operations may be subject to inspection by staff from the Service Office of Public Health or other authority having jurisdiction. Services subject to public health inspection include, but are not limited to, backcountry food service. The Public Health Office conducts these inspections in accordance with the Service's Public Health Program standards and procedures based upon the U.S. Food Code and other applicable public health standards.

- (b) The Service may conduct environmental audits to evaluate the Concessioner's operations and any assigned facilities with respect to environmental compliance and environmental best management practices in accordance with the current NPS Concession Environmental Audit Program guidance. The Concessioner's performance in addressing open environmental audit deficiencies is considered in the EMP evaluation in the AOR.
- (c) The NPS may evaluate the Concessioner's interpretive and informational services to ensure appropriateness, accuracy, quality, and the relationship of interpretive presentations to the purposes and values of the Area. The Concessioner's performance in addressing interpretive program requirements is considered in periodic evaluations.

D) Public Information

- (1) The following language must be included in all promotional materials, websites, and social media profile pages the Concessioner manages:

"(Concessioner Name) is an authorized concessioner of the National Park Service. (Concessioner Name) is authorized to provide (list services) in (Area name)."

- (2) The Concessioner must refer all media inquiries concerning the Area, operations within the Area, or any incidents within the Area to the Service. This includes all media interviews.
- (3) The Concessioner must post and distribute key public health and safety messages provided by the Service as requested.
- (4) The Concessioner is responsible for conducting these operations in a satisfactory manner. The Concessioner must provide the public with the opportunity to provide comments to the Service.

Please address comments to:

Superintendent
Arches & Canyonlands National Parks
2282 S. W. Resource Blvd.
Moab, Utah 84532

- (5) The Concessioner must obtain approval from the Service for all promotional material prior to publication, distribution, broadcast, etc. This includes any promotional materials posted online. The Concessioner must provide such materials to the Service for review **at least 30 days prior** to projected need or printing dates. The Service will make every effort to respond to minor changes within 15 days. Longer periods may be required for major projects or where NPS staff assistance is required to help develop the product. The NPS will require the Concessioner to remove unapproved promotional material from circulation.
- (6) The Concessioner's website(s) must link to the Area website.
- (7) *Social Media.*
 - (a) The Concessioner must monitor its social media pages and remove offensive, irrelevant, and inaccurate postings.
 - (b) Concessioner social media strategies must align with park management objectives and must not include posts depicting activities that are illegal, inappropriate, or unauthorized within the Area. Social media strategies must be available for park review and approval upon request; individual social media posts do not need the prior approval of the Service.
 - (c) Within **60 days of the effective date** of the Contract and as updated, the Concessioner must provide the Service with a list of all social media platforms and social media accounts, or 'handles,' associated with its operation and specify if those sites are managed directly by the Concessioner.
- (8) *Use of the National Park Service Authorized Concessioner Mark ("Mark").* The NPS has an approved Mark it authorizes Concessioners to use to advertise the official relationship between

the NPS and the Concessioner. The Mark consists of the official NPS Arrowhead and the words "Authorized Concessioner." The Concessioner must comply with the guidelines for use of the Mark as provided on the NPS Commercial Services website.

- (9) *Signs*. The Concessioner may not use or place signs within the Area.
- (10) *Equal Opportunity*. The Concessioner must include an equal opportunity employer statement in any employment advertising in accordance with the Contract, Exhibit A (Nondiscrimination).

5) OPERATING STANDARDS AND REQUIREMENTS SPECIFIC TO SERVICE TYPE

The Service sets specific standards for commercial visitor services and evaluates the Concessioner's compliance with these standards. The applicable visitor service standards and periodic evaluation forms are available on the NPS Commercial Services website. The Concessioner must provide all services in a consistent, environmentally sensitive, and safe manner. Service standards provided by current NPS policy are considered minimum requirements. The Concessioner must monitor and evaluate its operations to ensure they meet these standards. Additional requirements specific to service type are outlined in this section. Deviations from the service standards identified in this Operating Plan supersede requirements in the service standards posted on the website.

A) Single Day Guided Interpretive Backcountry Vehicle Tours

- (1) *Standard*. The Service will evaluate Single Day Guided Interpretive Backcountry Vehicle Tours services using the **Guided Land Tours** service standard.
- (2) *General Requirements*. The Concessioner is required to provide guided interpretive backcountry vehicle tours lasting for one day or less within Canyonlands National Park, Arches National Park and the Orange Cliffs Unit of Glen Canyon National Recreation Area.
 - (a) Guided interpretive backcountry vehicle tours are conducted with clients riding as passengers in concession-owned, four-wheel-drive vehicles, which are driven by concession employees on the two- and four-wheel-drive road system in the Area.
 - (b) Tour Lengths. The Concessioners must provide various guided tour options to capture different types of visitor demand. Tours must start and end outside of the Area, as the Draft Contract(s) contain no assigned land or real property for the Concessioner to operate offices and store vehicles. Tours must last one day or less, occurring between sunrise and sunset.
 - Vehicles. All tours are required to use High Clearance Four-Wheel-Drive (4WD) Vehicles, defined as a Jeep, sport utility vehicle (SUV), or truck type with at least 15-inch tire rims and at least 12 inches of clearance from the break over point (halfway between front and rear wheel hubs across the width of the vehicle); or with at least 15-inch tire rims and at least eight (8) inches of clearance from the lowest point of the frame, body, suspension, or differential to the ground. Four-wheel drive vehicles have a transfer case or differential that locks the front and rear drive shafts together when four-wheel drive is engaged and allows manual shifting of the entire gearset to low range.
 - ◆ All-wheel-drive (AWD) vehicles do not meet this definition. Electric vehicles designed for off-road use will fit this definition if they offer advanced four-wheel-drive capabilities through independent electric motors at each wheel, or independent electric motors on front and rear axles capable of driving both adjoining axle shafts. Capabilities of electric vehicles must mimic the action of traditional 4x4 functionality in the absence of a conventional transfer case.
 - All vehicles used in the provision of services required or authorized by the Contract must meet all applicable federal and state laws to legally operate within the state of Utah and must be registered and properly licensed in accordance with the laws of Utah.

- All vehicles and other transportation equipment used by the Concessioner performing services within the Area must display the name or the logo of the Concessioner. Any exception requires advance written approval of the Superintendent. If a Concessioner vehicle is being used in the Area for personal (not business) purposes, all logos and/or Concessioner markings must be covered.
 - Off Highway Vehicles (OHV), All-Terrain Vehicles (ATV), and street-legal ATVs, as defined in 36 C.F.R. 7.70(f), are not authorized under this contract.
- (c) *Area of Operation.* The Service assumes no obligation to maintain roads or designate areas specifically for the Concessioner's operation.
- (i) All unpaved four-wheel drive roads, including paved roads accessing unpaved four-wheel drive roads in Arches National Park.
- a) Refer to the information at Arches Auto Touring.
- (ii) All unpaved four-wheel drive roads, including paved roads accessing unpaved four-wheel drive backcountry roads in Canyonlands National Park. Refer to the information at:
- a) Island in the Sky District Trails and Roads. Including the Shafer Trail Road below the Shafer day use parking area.
- b) The Maze and The Orange Cliffs
- All unpaved four-wheel drive roads in the Orange Cliffs Units of Glen Canyon National Recreation Area. Except for four-wheel drive vehicle travel within the Orange Cliff's Unit, all other backcountry and any "off-road" use within areas of Glen Canyon is prohibited under these Contracts.
- c) Needles District Trails and Roads
- d) Refer to the information at Orange Cliffs - Glen Canyon National Recreation Area (U.S. National Park Service).
- (d) Backcountry day use permits are required for day use in Salt Creek/Horse Canyon and Lavender Canyon in the Needles District. Currently, concessioners are not required to obtain day use permits for the White Rim Road in the Island in the Sky District or the Elephant Hill Road in the Needles District. The Service reserves the right to require day use permits at other locations in the Area in the future.
- (3) *Exclusions or additions to standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exclusions or additions.

10-GLA Element Number	Element Name	Exclusion/ Addition	Details of Exclusion or Addition
1-12	Ticket Office – Exterior.	Exclusion	Not Applicable, the Concessioner does not have assigned buildings within the Area.
13-20	Public Areas – Interior	Exclusion	Not Applicable, the Concessioner does not have assigned buildings within the Area.
21-25	Safety – Interior	Exclusion	Not Applicable, the Concessioner does not have assigned buildings within the Area.
26-27	Boarding	Exclusion	Not Applicable, the Concessioner does not have assigned waiting areas within the Area.
28-41	Maintenance Area/Building	Exclusion	Not Applicable, the Concessioner does not have assigned buildings within the Area.
50-51	Vehicles	Exclusion	Not Applicable.

10-GLA Element Number	Element Name	Exclusion/ Addition	Details of Exclusion or Addition
53	Emergency Exits	Exclusion	Not Applicable.
43	Registration, Licensing, and Insurance	Addition	Drivers must also comply with any U.S. DOT and State of Utah requirements for the type of vehicle driven or number of passengers carried. The original vehicle registration certificate, proof of insurance coverage and safety inspection will be carried in the vehicle.
44	Identification	Addition	Vehicles must display the name or logo of the Concessioner.
54	Fire Extinguisher	Addition	Each vehicle must carry a fire extinguisher. The fire extinguisher must be at least a 5-lb. ABC type.
55	Communication	Addition	Each party in the backcountry must carry a satellite communication device capable of two-way communication to request assistance in an emergency. Cell phone communications may be used as a form of emergency communication in areas where cell phone coverage/reception is not limited -- "not limited" being defined as cell reception for over 80% of a trip's duration. A satellite communication device is always required in the Needles District, the Maze District, and on multi-day trips.
66	Visitor Safety Orientation	Addition	The Safety briefing must also include these additional topics: <ul style="list-style-type: none"> •Heat, high elevation, bright sun •Hydration •Scrambling and cliff hazards •Lightning, weather concerns •Park regulations, canyon closures, natural and cultural resources, etc. •Wildlife concerns
67	First Aid Kit	Addition	Each vehicle will carry a major first aid kit. All items should be neatly stored in an easily located and identifiable container. The major kit must contain a supply of items adequate to the size of the entire group to control bleeding, prevent and/or treat infection, stabilize fractures, and relieve discomfort. A minor first aid kit must be carried on all hikes.

10-GLA Element Number	Element Name	Exclusion/ Addition	Details of Exclusion or Addition
70	Overnight Emergency Equipment	Addition	<p>Each vehicle, on day or overnight trips, must carry equipment to deal with mechanical breakdowns and getting the vehicle unstuck. At a minimum each vehicle must have the following items:</p> <ul style="list-style-type: none"> • Spare Tire – and any tools needed to retrieve it. • Tire Iron • Tire Pump • Vehicle Jack. Designed for use off road and sufficient to safely lift a loaded vehicle with high clearance and long travel suspension without significant improvised cribbing. Weight rating of the jack should be at minimum half the GVWR of the vehicle. • Tire Chains • Shovel • Tow Straps • Jump Kit • Leather Gloves • Spill kit • Each vehicle will carry a standard tool kit for minor repairs and fixes.
87	Licenses	Addition	Each guide must have proof of first aid and CPR certifications while operating in the Area
92	Vehicle Inspections	Addition	<p>The Concessioner will inspect each of its vehicles daily, when in regular use, as required by the Federal Motor Carrier Safety Regulations (49 CFR 390). The Concessioner will retain records of each inspection. The Concessioner will correct any safety defects found before the vehicle resumes service. Such inspections include, but are not limited to: brakes, steering, tires, doors, interiors, lights, safety equipment, leaks from gasoline, coolant or other substances, visual inspections of emissions, dents, scrapes and other body damage that may be considered a hazard to passengers. In addition, all vehicles are subject to random and unannounced inspections by the U.S. Dept. of Transportation, the State of Utah and the Service.</p>

B) Multiple Day Guided Interpretive Backcountry Vehicle Tours (Authorized Service)

- (1) *Standard.* The Service will evaluate Multiple Day Guided Interpretive Backcountry Vehicle Tours using the **Guided Land Tours** service standard.
- (2) *General Requirements.*
 - (a) A multiple day guided interpretive backcountry vehicle tour allows overnight use within certain backcountry locations as part of a single trip guided interpretive vehicle tour within

the boundaries of Canyonlands National Park and the Orange Cliffs Unit of Glen Canyon National Recreation Area.

- (i) The Concessioner will not be given an exclusive right to use any campground, roads, trails or routes.
- (b) Area of Operation.
 - (i) Use in Arches is not permitted under the Draft Contract(s).
 - (ii) Refer to Section 5)(A)(2)(d)(ii) above.
 - (iii) Refer to Section 5)(A)(2)(d)(iii) above.
- (c) The Concessioner must observe quiet hours between 10:00 pm and 6:00 am during backcountry overnight tours.
- (d) The Service may delay, cancel, or schedule any tour; limit the operation of the Concessioner in a specific area or during a specific time period; and/or close any camping area, trail, road, or other areas. The Service may take such actions for any reason including enhancing or protecting area resources or visitor enjoyment or safety.
- (e) The Concessioner must obtain all required permits, provide camping, food services, and ensure clients have necessary equipment (tent, sleeping bag, sleeping pad, etc.) for overnight tours. Subconcession and use of a third-party companies to provide these tours is prohibited.
- (f) Guides must remain with their clients for the duration of the tour.
- (g) Overnight Backcountry Permit Requirement. Backcountry permit reservations are required for all commercial and private overnight backcountry use. Overnight vehicle use in the backcountry is only permitted at designated vehicle campsites. The Service reserves the right to require day use permits at other locations in the Area in the future.
 - (i) Limited Number of Permits. The Concessioner will not be given an exclusive right to use any campsite or overnight camping permit.
 - (ii) The table below shows the total number of backcountry permits allocated per day by district to support all CANY overnight commercial services, including services authorized in concession contracts CANY022, CANY024, CANY025, CANY031, CANY032, CANY033, CANY034 and CANY035.

Area or District	Total Number of Backcountry Permits for Overnight Camping (Daily)	Additional Limits Per Concessioner
Island in the Sky	5	Maximum of 1 permit per night unless additional campsites available, then maximum of 2 per night.
Needles	2	Maximum of 1 Peekaboo campsite per night.
Maze/Orange Cliffs	3	Maximum of 1 campsite at the Maze Overlook OR 1 at the Doll House per night.

- (iii) Island in the Sky: In addition to the daily maximum permit allocation above, commercial groups in the Island in the Sky District may reserve no more than one trip at a time for any given date (no more than one permit per company per night). In other words, a commercial company may only have one trip out on the Island in the Sky District at one time. At locations containing two campsites, no more than one commercial reservation per night is allowed. At locations containing three or more campsites, no more than two commercial companies are allowed to make reservations for any given night.

- (iv) Needles District. In addition to the daily maximum permit allocation above, only one of the two Peekaboo campsites may be occupied by a commercial operator on any one night.
- (v) Maze District/ Orange Cliffs. In addition to the daily maximum permit allocation above, only one campsite at the Maze Overlook and one at the Doll House may be occupied by commercial operators on any given night.
- (vi) The Park encourages the CC-CANYXXX-27 Concessioners, to the best extent possible, to coordinate when submitting reservations for overnight camping permits to avoid overlapping requests that exceed the daily maximum, if tours can be coordinated to accommodate more users.
- (vii) Because Multiple Day Guided Interpretive Backcountry Vehicle Tours is an Authorized service, if the Park receives more commercial backcountry permit requests than campsites available, the Park will prioritize issuance of campsite permits first for Guided Interpretive Backcountry Mountain Bike Tour Contracts (CANY031, CANY032, CANY033, CANY034 and CANY035).
 - a) The Service may determine an alternative method for fairly issuing these limited backcountry camping permits across all commercial services in the future.
- (viii) No additional campsites or overflow areas will be established for Concessioner use.
- (ix) The Service will provide to the Concessioner, annually on the second Monday in July, instructions for the submission of reservations for overnight backcountry permits. The Concessioner must return its completed request by July 31.
- (x) The Service currently uses recreation.gov for all backcountry overnight permit reservation in the Area. For reservation assistance, contact the CANY Backcountry Permit Reservation Office at (435) 259-4351 or email at canyres@nps.gov.
- (xi) The Concessioner must reserve all permits in recreation.gov or other systems as identified by the Park using the Concessioner's official name associated email address. Permits cannot be reserved in the name of guides/staff.
- (xii) The Concessioner will be charged the same reservation fee as the public for each overnight backcountry permit. The Concessioner will not be charged the user fee.
- (xiii) The Concessioner must carry their backcountry permit while operating in the Area.
- (xiv) The Concessioner cannot transfer permit reservations to another party or member of the public.
- (xv) The Concessioner must cancel all campsite reservations that will not be used, regardless of whether the Concessioner is entitled to a refund.
 - a) A reservation cancelled more than three weeks prior to a trip start date will receive a partial refund.
 - b) Reservations cancelled within 21 days are not eligible for a refund.
 - c) The Service reserves the right to require the Concessioner check-in at the Visitor Center prior to the start of each tour to confirm applicable reservations.
- (h) Day Use Group Size Limits. The size of commercial groups in the backcountry will not exceed 15 people (including clients and guides) and 3 vehicles.
- (i) Overnight Group Size Limits. The size of commercial overnight groups in the backcountry will comply with the 1995 Canyonlands National Park and Orange Cliffs Unit of Glen Canyon National Recreation Area Backcountry Management Plan ("BMP"). The Service may revise user allocations in future years at such time as volume of use may increase to levels where specific controls or use limits must be modified to protect park resources and visitor experiences. Maximum group sizes for backcountry vehicle campsites are:
 - 15 people and 3 vehicles on the White Rim Road in the Island in the Sky;
 - 10 people and 3 vehicles in the Needles;

- 9 people and 3 vehicles for the Maze and Orange Cliffs; and
 - 16 people and 5 vehicles for the Flint Seep group site in Orange Cliffs.
 - Group size includes clients, guides, drivers, and support staff.
- (j) Nights Allowed Per Zone/Backcountry Vehicle Campsite.
- (i) Vehicle campers may stay a maximum of three nights at one campsite. Backcountry vehicle site permits are limited to 14 consecutive days in the Area. The Service will establish additional campsite allocation limits in future years at such time as volume of use increases to levels where specific controls are necessary. The checkout time from backcountry vehicle campsites is 10:00 a.m. unless otherwise indicated in permit information.
- (k) Campfires. Open wood fires are prohibited and wood collecting is not allowed anywhere in the Area. Fire grates will not be provided in the backcountry. Charcoal fires will be allowed at designated vehicle campsites only if the Concessioner brings and uses fire pans. All fire pans, ash, and charcoal must be packed out. During periods of high fire danger, the Service reserves the right to prohibit all fires.
- (l) Backcountry Food Service. The Concessioner must submit to the Service for review a written plan for its food service and how it will meet NPS Food and Beverage (Backcountry) standards (10-FBK) and RM-83A (NPS Public Health) requirements at least 120 days before implementing backcountry food service as part of multiple day interpretive vehicle tours.
- (3) *Exclusions or additions to standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exclusions or additions.
- (a) The 10-GLA standards exclusions and additions as shown in the table in section 5)A)(3) above (One Day Guided Interpretive Backcountry Vehicle Tours) also apply to the authorized service of Multiple Day Guided Interpretive Backcountry Vehicle Tours. In addition, the following additional standards apply as applicable to overnight use.

10-GLA Element Number	Element Name	Exclusion/ Addition	Details of Exclusion or Addition
68	Camping Equipment.	Addition	All fires (charcoal only) are contained in a fire pan or hibachi with the ashes being carried out. A fire pan is not required on day trips.
87	Licenses	Addition	Each guide must have proof of first aid and CPR, WFR and food handlers, as applicable to overnight tours.

C) Backcountry Cargo Hauling Service (Authorized Service)

- (1) *Standard.* The Service will evaluate backcountry cargo hauling services using the **Guided Land Tours** service standard.
- (2) *General Requirements.*
- (a) The Contract authorizes the Concessioner to provide backcountry cargo hauling services in the Area to support non-commercial visitors recreating in the backcountry. The Concessioner’s four-wheel drive vehicles may haul cargo based on arrangements they have made with their clients. Passengers being transported into the Area along with their cargo will be subject to the appropriate entrance fee.

- (b) Cargo must be delivered to the person who has contracted for the service and may not be dropped off, cached, or abandoned.
- (c) *Area of Operation.*
 - (i) Use in Arches is not permitted under the Draft Contract(s).
 - (ii) Refer to Section 5)(A)(2)(d)(ii) above.
 - (iii) Refer to Section 5)(A)(2)(d)(iii) above.
- (3) *Exclusions or additions to standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exclusions or additions.
 - (a) The 10-GLA standards exclusions and additions as shown in the table in section 5)(A)(3) above (One Day Guided Interpretive Backcountry Vehicle Tours) also apply to the authorized service of Backcountry Cargo Hauling Service.

D) Guided Interpretive Day Hiking (Authorized Service)

- (1) *Standard.* The Service will evaluate Guided Interpretive Day Hiking using the **Guided Land Tours** service standard.
- (2) *General Requirements.*
 - (a) The Contract authorizes the Concessioner to conduct guided interpretive day hiking for its clients as a component of a single-day or multiple-day guided interpretive backcountry vehicle tours. Guided interpretive day hiking is not authorized as an unconnected service separate from backcountry vehicle tours.
 - (b) *Area of Operation.*
 - (i) Authorized Trails. Refer to Attachment B (Authorized Trails) at the end of this Operating Plan for approved for guided interpretive day hiking.
 - (ii) Where authorized trails occur within ¼ mile of the vehicle, the Concessioner is required to stay on authorized trails due to public safety and resource sensitivity concerns.
 - (iii) Walking from Viewpoints. Because there are many unlabeled scenic viewpoints in the park, the Concessioner is authorized to park at pre-established viewpoint, overlook, and/or roadside parking areas and take clients within ¼ mile of the vehicle. Leave No Trace (LNT) principles must be followed, specifically ensuring that guide(s) and client(s) walk only on solid rock or in a sandy wash bottom.
 - (iv) Off-trail hiking. Hiking off-trail or creating unofficial social trails is prohibited except for conditions outlined in (D)(2)(b)(iii) (Walking from Viewpoints) above.
 - a) Concessioners may request to offer off-trail hiking excursions provided that the route is pre-approved by the NPS before the trip start date.
 - b) Off-trail route requests must be submitted to the Area Concessions Management Specialist prior to the start of the season (March 1) and will undergo the full compliance process, which may include an archeological survey, tribal consultation, and approval from the District Ranger, Backcountry Program Manager, Cultural Liaison, and/or additional park staff. The compliance process review time will vary and may take up to 1 year depending on the complexity of the request. The Concessioner may request up to 3 off-trail routes per year.
 - c) The park will assess requests on a case-by-case basis and reserves the right to deny off-trail route requests based on a variety of factors, i.e., proximity to archeological resources, critical wildlife habitat, biological soil etc.
- (c) Group Size Limits listed in Section 5)(B)(2)(i) apply, unless otherwise specified in a specific approval for off-trail use.

- (d) Reporting vandalism. Should the Concessioner observe signs of vandalism of any kind (including defacement of rocks and damage to property), it must notify the Service as soon as possible.
- (3) *Exclusions or additions to standards*. Where standards for the Area differ from the Service standards, these differences are listed below as exclusions or additions.
 - (a) The 10-GLA standards exclusions and additions as shown in the table in section 5)A)(3) above (One Day Guided Interpretive Backcountry Vehicle Tours) also apply to the authorized service of Guided Interpretive Day Hiking.

6) REPORTING REQUIREMENTS

A) Emergency and Incident Reporting

- (1) *The Concessioner must report emergencies by dialing 911*. The Concessioner must immediately report the incidents listed below to Area Dispatch at Canyonlands and Glen Canyon Dispatch 928-608-6301 or 800-582-43510 or Arches Grand County Dispatch 435-259-4321.
 - (a) Employee or visitor injuries, incidents, or property damage that necessitates a medical, fire, or law enforcement response.
 - (b) Fatalities.
 - (c) Any incident that adversely affects Area resources.
 - (d) Any known or suspected violations of the law, including illegal drug use by Concessioner employees.
 - (e) Any fires that cause damage or require emergency response.
 - (f) Accidents or incidents that could result in a tort claim to the United States or the Concessioner.
 - (g) Any motor vehicle accidents regardless of the amount or extent of damage.
 - (h) Property damage estimated to be over \$300.
- (2) The Concessioner must report the incidents above and the following to the Area designated concession specialist within 24 hours or as soon as practicable. The Concessioner should not assume the Area Dispatch will inform the Area concession specialist:
 - (a) Any safety-related reportable accident or public health incident.
 - (b) Any notice of violation from local, state, or federal entities.
- (3) *Human Illness Reporting*. The Concessioner must immediately report information on all outbreaks of human-communicable illnesses, whether among employees or guests, to Area Dispatch. A suspected outbreak of human illness is two or more persons with common symptoms. This information, along with other information received, may be investigated by the NPS Office of Public Health to help identify outbreaks of illness associated with contaminated water or food sources, or caused by other adverse environmental conditions. Initial reports may be made by telephone. The Concessioner must notify the designated concession specialist in writing within 24 hours or as soon as practicable.
- (4) The Concessioner must immediately report any threatened or actual discharge or release of hazardous substances to Area Dispatch. The Concessioner must also call the following numbers:
 - (a) National Response Center: 1-800-424-8802
 - (b) EPA: Region 8 (Utah) 24-Hour Hotline: 1-800-227-8917.

B) Operational Reporting

- (1) *Certificates of Insurance*. The Concessioner must provide certificates of insurance to the Service at the time insurance is first purchased and annually, no later than 30 days after the insurance(s) renewal date(s).
- (2) *Visitor Satisfaction*. The Concessioner must provide the Service with an annual electronic summary report of visitor satisfaction survey responses, including comments and complaints and electronic and hard copy results, in a format to be defined by the Service. The Concessioner must provide individual comments upon request. See '3) General Policies and Programmatic Requirements, E) Visitor Satisfaction,' for requirements on reporting complaints.
- (3) *Operational Performance Report*. The Concessioner must provide a monthly operational performance report to the Service, by email to seug_concessions@nps.gov, by the 15th day of the following month and an annual summary report by February 1. The Concessioner must present structured data electronically in a concise spreadsheet capable of viewing and editing in Microsoft Excel. The report must include operational and visitor use statistics for each activity as noted below.
 - (a) Transportation or Guided Activities
 - (i) Gross revenue
 - (ii) Number of trips by type (single-day, multiple day, cargo, day hiking)
 - (iii) Number of passengers and vehicles per tour
 - (iv) Number of tours broken out by length of tour
 - (v) Date of park/Area entry and exit for each tour
 - (vi) Number of passengers
 - (vii) Park entry and exit points
 - (viii) Location of tour
 - (ix) List of Authorized Trails (for Guided Day Hiking)
 - (x) Vehicle Passenger Manifest (when requested by the Service)

C) Concessioner Financial Reporting

In addition to the Annual Financial Report ("AFR"), required by the Contract, the Concessioner must provide the following financial reports to the Service.

- (1) *Franchise Fee Payments*. The Concessioner must make payments due to the Service through electronic funds transfers via Pay.Gov as directed by the Service.
- (2) *Monthly Remittance Report*. The Concessioner must electronically submit a Monthly Remittance Report to the Service no later than the 15th day of each month for the previous month (or on the next regular business day if the 15th falls on a weekend or on a federal holiday) for the months during which the Concessioner operates. The report format is prescribed by the Service. The report must include:
 - (a) Gross revenue;
 - (b) Gross receipts (as defined in the Contract);
 - (c) Exclusions from gross receipts, including revenue from the sale of handicrafts that have been approved for sale by the Director as constituting authentic American Indian, Alaskan Native, Native Samoan, or Native Hawaiian handicrafts;
 - (d) Franchise fees paid, along with evidence of payment (e.g., Pay.Gov receipt)

7) SUMMARY OF INITIAL AND RECURRING DUE DATES

The following table summarizes preceding reporting requirements and details other reports, plans, payments, and inspections that are the responsibility of the Concessioner. In the event of any conflict

between this summary table and the terms of the Operating Plan above, the terms of the Operating Plan control.

Title	Frequency	Due Date
Annual Financial Report	Annual	Within 120 days after the Concessioner's fiscal year end
Certificate of Insurance	Initial and annually	At the time insurance is first purchased and annually no more than 30 days after the insurance renewal date
Environmental Reporting	Annually	Annually by December 31
Employee Handbook	Initial and as updated	Within 60 days of the Contract effective date and at least 30 days prior to publication or distribution of changes
External Regulatory Agency Notice of Violation, Inspection, or Other Communication	As needed	As soon as possible, but not later than ten days after receipt
Hazard Communication Plan	Initial and as updated	Within 120 days of the effective date of the Contract and as updated.
Hiring Procedures and Policies	Initial and as updated	By February 1 and as updated
Interpretive Service Plan	Initial and as updated	Within 120 days of the effective date of the Contract and as updated.
Key Personnel List	Annually	Annually by February 1
List of Social Media Platforms	Initial and as updated	Within 60 days of the effective date of the Contract and as updated
Lost and Found Policy	Initial and as updated	Within 60 days of the effective date of the Contract and as updated
Monthly Remittance Report	Monthly	By the 15th day of each month for the previous month (or on the next regular business day if the 15th falls on a weekend or on a federal holiday)
Operational Performance Report	Monthly and annually	Monthly by 15th day of the following month and annually by February 1
Possession of Firearms Policy	Initial and as updated	Within 60 days of the effective date of the Contract and as updated
Promotional materials	Before use	At least 30 days prior to publication or distribution
Reservation Procedures with Deposit and Cancellation Policies	Initial and annually	Annually by February 1
Risk Management Program	Initial and annually	Within 60 days of the effective date of the Contract and at least 30 days before implementation of any revisions.
Schedule of Operations	Annually	Annually by December 31
Visitor Satisfaction Summary Report	Annual	By the 15 day after the last month of the reporting period
Visitor Satisfaction Survey	Initial	Within 30 days of the effective date of the Contract

ATTACHMENT A: REFERENCED WEBSITES

Referenced Website	Website URL
36 CFR 51 Concessions Contracts	https://www.ecfr.gov/current/title-36/chapter-I/part-51?toc=1
Chapter 10 of NPS Management Policies	https://www.nps.gov/subjects/policy/mp-10-commercial-services.htm
Commercial Services Guide (CS Guide)	https://www.nps.gov/subjects/concessions/law-regulation-policy.htm
Directors Order 35B	https://www.nps.gov/subjects/policy/upload/DO_35B_12-31-2011.pdf
Directors Order 50B	https://www.nps.gov/subjects/policy/upload/DO_50B_9-3-2008.pdf
Director's Order 50D	https://www.nps.gov/subjects/policy/upload/DO_50D_6-29-2009.pdf
Emergency Preparedness and Response	https://www.osha.gov/SLTC/emergencypreparedness/
Hazard Communication	https://www.osha.gov/dsg/hazcom/
NPS Commercial Services Website	https://www.nps.gov/subjects/concessions/index.htm
NPS Commercial Services Website, Authorized Concessioner Mark	https://www.nps.gov/subjects/concessions/acm.htm
NPS Commercial Services Website, Concessioner Tools	https://www.nps.gov/subjects/concessions/cti.htm
NPS Commercial Services Website, Service Standards	https://www.nps.gov/subjects/concessions/standards-and-evaluations.htm
NPS Environmental Management Standards for Concessioners	https://www.nps.gov/subjects/concessions/environmental-management.htm
NPS Risk Management Standards for Concessioners	https://www.nps.gov/subjects/concessions/risk-management.htm
NPS Volunteers Program	https://www.nps.gov/getinvolved/volunteer.htm
Personal Property Management Handbook #44	https://www.nps.gov/subjects/policy/upload/RM-44_508.pdf
Rate Administration Guide and Addendum	https://www.nps.gov/subjects/concessions/rate-administration.htm
Structural Fire Management Reference Manual 58	https://www.nps.gov/subjects/fire/rm-58.htm
US Food Code	https://www.fda.gov/food/retail-food-protection/fda-food-code
NPS Office of Public Health website	https://www.nps.gov/orgs/1735/index.htm

ATTACHMENT B AUTHORIZED TRAILS

Authorized Trails in the Area approved for Guided Interpretive Day Hiking as part of Guided Interpretive Backcountry Vehicle Tours

Trail Name	Location
Balanced Rock Trail	Arches National Park
Broken Arch Connector Trail	Arches National Park
Broken Arch Trail	Arches National Park
Dark Angel Trail	Arches National Park
Delicate Arch Trail	Arches National Park
Delicate Arch Viewpoint Trail Lower	Arches National Park
Delicate Arch Viewpoint Trail Upper	Arches National Park
Devils Garden Primitive Loop Trail	Arches National Park
Double Arch Trail	Arches National Park
Eye of the Whale	Arches National Park
Landscape Arch Trail	Arches National Park
Navajo Arch Trail	Arches National Park
Park Avenue Trail	Arches National Park
Partition Arch Trail	Arches National Park
Pine Tree/Tunnel Arch Trail	Arches National Park
Sand Dune Arch Trail	Arches National Park
Skyline Arch Trail	Arches National Park
Tower Arch Trail	Arches National Park
Turret Arch Loop Trail	Arches National Park
Windows Loop Trail	Arches National Park
Windows Primitive Loop Trail	Arches National Park
Alcove Spring Trail	Canyonlands National Park - Island in the Sky District
Aztec Butte Trail	Canyonlands National Park - Island in the Sky District
Buck Canyon Overlook Trail	Canyonlands National Park - Island in the Sky District
Fort Bottom Trail	Canyonlands National Park - Island in the Sky District
Gooseberry Canyon Trail	Canyonlands National Park - Island in the Sky District
Gooseneck Overlook	Canyonlands National Park - Island in the Sky District
Grand View Point Overlook Trail	Canyonlands National Park - Island in the Sky District
Grand View Point Rim Trail	Canyonlands National Park - Island in the Sky District
Green River Overlook Trail	Canyonlands National Park - Island in the Sky District
Lathrop Canyon Trail	Canyonlands National Park - Island in the Sky District
Mesa Arch Trail	Canyonlands National Park - Island in the Sky District

Trail Name	Location
Moses & Zeus Trail	Canyonlands National Park - Island in the Sky District
Murphy Hogback Loop Trail	Canyonlands National Park - Island in the Sky District
Murphy Point Overlook Trail	Canyonlands National Park - Island in the Sky District
Musselman Arch	Canyonlands National Park - Island in the Sky District
Neck Spring Trail	Canyonlands National Park - Island in the Sky District
Shafer Canyon Overlook Trail	Canyonlands National Park - Island in the Sky District
Syncline Loop Trail	Canyonlands National Park - Island in the Sky District
Upheaval Canyon/Crater Spur Trails	Canyonlands National Park - Island in the Sky District
Upheaval Dome Overlook Trail	Canyonlands National Park - Island in the Sky District
Whale Rock Trail	Canyonlands National Park - Island in the Sky District
White Rim Overlook Trail	Canyonlands National Park - Island in the Sky District
Wilhite Trail	Canyonlands National Park - Island in the Sky District
Big Spring Canyon Trail	Canyonlands National Park - Needles District
Castle Arch Trail	Canyonlands National Park - Needles District
Cave Spring Trail	Canyonlands National Park - Needles District
Chesler Park Loop Trail	Canyonlands National Park - Needles District
Confluence Overlook Trail	Canyonlands National Park - Needles District
Druid Arch	Canyonlands National Park - Needles District
Fortress Arch Trail	Canyonlands National Park - Needles District
Joint Trail	Canyonlands National Park - Needles District
Lost Canyon Trail	Canyonlands National Park - Needles District
Peekaboo Trail (road access from Salt Flat)	Canyonlands National Park - Needles District
Pothole Point Trail	Canyonlands National Park - Needles District
Slickrock Trail	Canyonlands National Park - Needles District
Stone Storehouse Trail	Canyonlands National Park - Needles District
Wooden Shoe Canyon Trail	Canyonlands National Park - Needles District
Chimney Rock Route Trail	Canyonlands National Park - Maze District
Chocolate Drops Trail	Canyonlands National Park - Maze District
Ernie Country-Fins Route	Canyonlands National Park - Maze District
Granary Trail - Doll House	Canyonlands National Park - Maze District
Lower Horse Canyon Trail	Canyonlands National Park - Maze District
Maze Overlook Route Trail	Canyonlands National Park - Maze District
Maze Overlook Route Trail	Canyonlands National Park - Maze District
Petes Mesa Ridge Route Trail	Canyonlands National Park - Maze District
Pictograph Fork Route Trail	Canyonlands National Park - Maze District

Trail Name	Location
River Overlook Trail	Canyonlands National Park - Maze District
South Fork Route Trail	Canyonlands National Park - Maze District
Spanish Bottom Trail	Canyonlands National Park - Maze District
The Plug Route Trail	Canyonlands National Park - Maze District
Upper Horse Canyon Trail	Canyonlands National Park - Maze District
Upper South Fork Trail	Canyonlands National Park - Maze District
Water & Shot Canyon Route Trail	Canyonlands National Park - Maze District
Deadman Trail	Canyonlands National Park - Horseshoe Canyon Unit
Horseshoe Canyon Trail	Canyonlands National Park - Horseshoe Canyon Unit
Tidwell Trail	Canyonlands National Park - Horseshoe Canyon Unit
Golden Stairs Trail	Glen Canyon National Recreation Area – Orange Cliffs Unit
North Trail	Glen Canyon National Recreation Area – Orange Cliffs Unit
Panorama Point Scenic Trail	Glen Canyon National Recreation Area – Orange Cliffs Unit