

Maintenance Plan

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EXHIBIT H

MAINTENANCE PLAN

1) INTRODUCTION

This Maintenance Plan between **insert concessioner name** (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "NPS") sets forth the maintenance responsibilities of the Concessioner and the NPS with regard to those lands and facilities within Ozark National Scenic Riverways (hereinafter referred to as the "Area") that are assigned to the Concessioner for the purposes authorized by the Contract. In the event of any apparent conflict between the terms of the Contract and this Maintenance Plan, the terms of the Contract, including any amendments thereto, will prevail. Full compliance with the requirements of this Maintenance Plan is required in order to satisfy the Concessioner's Maintenance obligations under the terms of the Contract.

This Maintenance Plan will remain in effect until superseded or amended. It will be reviewed annually by the NPS in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Revisions may not be inconsistent with the terms and conditions of the main body of the Contract. Any revisions must be reasonable and in furtherance of the purposes of this Contract.

2) PART A – GENERAL STANDARDS

A) General Concession Facilities Standards

Pursuant to the Contract, the Concessioner is solely responsible for the Maintenance of all Concession Facilities to the satisfaction of the NPS. In fulfilling its responsibility, the Concessioner must comply with the terms of this Maintenance Plan.

The Concessioner must conduct all maintenance activities in compliance with Applicable Laws, as that term is defined in the Contract. For the purposes of this Maintenance Plan, the term Applicable Laws also includes, but is not limited to NPS standards, DOI and NPS Asset Management Plans, NPS Management Policies, Uniform Federal Accessibility Standards, the Uniform Building Code, the Uniform Plumbing Code, the National Electric Code, and the National Fire Protection Association's (NFPA) Life Safety Codes unless a written exception has been provided by the NPS.

B) Definitions

In addition to the defined terms contained or referenced in the Contract, the following definitions apply to this Maintenance Plan.

Asset – Real Property that the National Park Service desires to track and manage as a distinct identifiable entity. An Asset may be a physical structure or grouping of structures, land features, or other tangible property that has a specific service or function such as an office building, lodge, motel, cabin, residence, campground, marina, etc.

Capital Improvement – A structure, fixture, or non-removable equipment.

Component – A portion of an Asset.

Component Renewal (CR) – The planned Replacement of a Component at the end of its Useful Life. Component Renewal examples include the replacement of foundations,

building frames, window frames, windows, doors, sheathing, subfloors, drainage and roofs; the replacement of building systems such as electrical distribution systems, built-in heating and cooling systems, and plumbing systems; and the rehabilitation of Components of historic Concession Facilities. Component Renewal includes the deconstruction of the existing Component and the Replacement of that Component with a new Component of equal or superior capability and performance. These actions recur on a periodic cycle of greater than seven (7) years.

Concession Facilities – The term “Concession Facilities” shall have the meaning set forth in the main body of the Contract.

Deferred Maintenance (DM) – Maintenance that was not timely or properly conducted. Continued Deferred Maintenance will result in Deficiencies.

Deficiencies – Defects in an Asset or Component that result when Maintenance is not performed in a timely and/or effective manner. Deficiencies may not have immediately observable physical consequences, but when allowed to accumulate uncorrected, lead to deterioration of Asset performance, loss of Asset value, or both.

Facility Operations – Operational actions performed by the Concessioner on a recurring basis that meet daily operational needs of Concession Facilities. Typical Facility Operations work includes janitorial and custodial services, snow removal, the operation of utilities, and grounds keeping. Certain Facility Operations requirements may be included in Exhibit B (Operating Plan) to the Contract.

Maintenance – The maintenance of Concession Facilities as described in this Maintenance Plan. Maintenance includes, but is not limited to, actions taken under the following maintenance categories: Component Renewal; Recurring Maintenance; Facility Operations; Preventive Maintenance; and Repair.

Personal Property – For purposes of this Maintenance Plan, the term Personal Property refers to manufactured items of independent form and utility, including equipment and objects, which are solely for use by the Concessioner to conduct business. Personal Property includes, without limitation, removable equipment, furniture and goods necessary for Concessioner operations under the Contract. Personal Property may be manufactured items of independent form and utility, including equipment and objects that are owned by the Government but assigned temporarily to the Concessioner so that the Concessioner may use them in its operations under the Contract.

Preventive Maintenance (PM) – Planned, scheduled periodic Maintenance activities that are performed weekly, monthly, quarterly, semi-annually, or annually on selected Assets or Components, typically including, but not limited to, inspection, lubrication, and adjustment.

Recurring Maintenance (RM) – Planned work activities to sustain the Useful Life of an Asset or Component that reoccur on a periodic cycle of greater than one year. Typical Recurring Maintenance projects include, but are not limited to painting, pump and motor replacement, cleaning, repair and replacement of lighting, engine overhaul, replacement of carpeting, and refinishing hardwood floors.

Repair – Work undertaken to restore damaged or worn-out Assets or Components to a fully functional operating condition.

Replacement – Exchange or substitution of one Asset or Component for another that has the capacity to perform the same function at a level of utility and service equivalent or superior to the level of utility and service of the original Asset or Component.

Useful Life – The serviceable life of an Asset or Component.

C) Concessioner Responsibilities

(1) In General

- (a) All personnel conducting Maintenance must have the appropriate skills, experience, licenses and certifications to conduct such work.
- (b) The Concessioner, where applicable, must submit project plans to the NPS that are stamped by a Professional Engineer or Registered Architect licensed in the appropriate State.
- (c) The Concessioner, where applicable, must obtain the appropriate permits required by federal, State or local law and must provide copies of the permits to the NPS.
- (d) The Concessioner must follow, at minimum, those LEED (Leadership in Energy and Environmental Design) standards set for achieving a silver rating for applicable maintenance. However, the Concessioner is not required to apply for and receive third-party verification or certification of LEED compliance.
- (e) The Concessioner must not construct or install Real Property Improvements (including, without limitation, Capital Improvements and Major Rehabilitations).

(2) Environmental, Historic, and Cultural Compliance

- (a) Certain Maintenance actions that are subject to these compliance procedures under the National Environmental Policy Act (NEPA), National Historic Preservation Act (NHPA), and other Applicable Laws.
- (b) Any proposed Maintenance actions that are subject to these compliance procedures must be submitted to the NPS by the Concessioner in the format required.
- (c) The Concessioner may conduct Facilities Operations and certain Facility Maintenance (as agreed to by the NPS and Concessioner) without further environmental and cultural compliance. These activities are covered by categorical exclusions for which no documentation is necessary.
- (d) If the Concessioner proposes to undertake any Facility Management activity that will result in a modification to Concession Facilities, the Concessioner must follow the Ozark National Scenic Riverways Park Project Review Process. This applies to both historic and non-historic structures.
- (e) The Concessioner may be required to prepare, at its expense, environmental assessments, environmental impact statements, or related documents for certain Maintenance actions. The NPS will provide guidance to the Concessioner concerning proper process and procedure.
- (f) There are no historic structures within the land assignment covered by this Contract or Maintenance Agreement.

(3) Maintenance Tracking

- (a) The Concessioner must schedule and track completion of all of its Maintenance actions and associated expenditures in an electronic format. Such electronic format

must be acceptable to the NPS and must effectively provide the NPS the Maintenance information that the Concessioner is required to provide under this Maintenance Plan.

- (b) The Concessioner must, on a frequency determined by the NPS and in an electronic format acceptable to the NPS, provide the NPS with Maintenance information that the NPS requests. This information may include, but is not limited to: (1) outstanding Component Renewal and Deferred, Recurring, Preventive, scheduled, and unscheduled Maintenance listed by Asset; and (2) budgeted and actual expenditures listed by Asset for Component Renewal and Deferred, Recurring, Preventive, scheduled, and unscheduled Maintenance. The NPS, in consultation with the Concessioner, will define the specific requirements for providing requested information, including data export formats, required fields, and data structure.
 - (c) The Concessioner must fully develop, implement, and administer a Computerized Maintenance Management System (CMMS) within the first year of the Contract and must use it to track the condition of and work performed on Concession Facilities in accordance with this Maintenance Plan and direction from the NPS. The Concessioner must use the CMMS to record all Maintenance and/or construction performed on Concession Facilities and must ensure that the NPS has proper access to and use of all data recorded in the CMMS during the Contract term and for a period of five (5) years thereafter.
- (4) Concessioner Inspections
- The Concessioner must conduct inspections of Concession Facilities (no less than annually) to track its compliance with this Maintenance Plan and to compile information that will aid in the development of future Maintenance requirements.

D) National Park Service Responsibilities

Nothing in this Maintenance Plan may be construed as requiring the NPS to conduct Maintenance of Concession Facilities of any kind except as otherwise expressly stated by the terms of this Maintenance Plan. Part B of this Maintenance Plan may describe certain National Park Service responsibilities for particular elements of Maintenance of Concession Facilities. Any approval or consent given by the NPS, whether of any plan, permit, report, inspection, or otherwise, under this Maintenance Plan does not relieve the Concessioner or the Concessioner's contractors of any responsibility for any errors or omissions or from the responsibility to comply with the requirements of this Maintenance Plan or the Contract.

(1) Inspections

The NPS will from time to time (as determined necessary by the NPS but no less than annually) inspect the condition of Concession Facilities and the progress and quality of Maintenance activities. The Concessioner must provide qualified personnel to accompany the NPS when a Concession Facilities inspection is performed.

(2) Evaluation of Concessioner Maintenance

The NPS will provide the Concessioner with an annual evaluation of Concession Facilities. The evaluation will be provided to the Concessioner as a record of Concession Facilities condition, and will document the Concessioner's compliance with its obligation to perform all necessary Maintenance. The findings and results of the evaluation will be documented on the Asset Management Program Evaluation Report (form 10-AMP) and will be incorporated into the Concessioner's Annual Overall Rating (AOR).

3) PART B – AREA SPECIFIC RESPONSIBILITIES

A) Concessioner Responsibilities

- (1) General. The Concessioner shall perform all Facility Management activities to all Concession Facilities. The Concessioner must correct any deficiencies and complete this work on a timely basis to achieve the basic goals described in the most current Concession Management Guidelines, relative to all services required and authorized under the Contract.
- (2) The Concessioner shall carry out general preventative and cyclic maintenance and emergency repair in a timely manner to ensure that all improvements assigned to the Concessioner achieve the basic goals described in this exhibit. Failure to successfully achieve general preventative, cyclic, and emergency repair or maintenance could result in deficiencies on Periodic Concession Evaluations or other inspection reports which could further result in unsatisfactory ratings.
- (3) The Concessioner will not gain any Leasehold Surrender Interest for the replacement of features. All replacement must be approved by NPS in order to analyze replacement requirements under this mandate.
- (4) The Concessioner shall maintain health and safety standards, taking necessary measure to assure healthy conditions in all assigned buildings and improvements.
- (5) The Concessioner shall observe and report any vandalism and graffiti immediately to park ranger or park concession staff, prior to repairing or fixing the problem unless the damage requires immediate correction.

B) Project Planning and Compliance

- (1) Preventive Maintenance. The Concessioner may conduct Facilities Operations and certain Facility Maintenance (as agreed to by the NPS and Concessioner) without further environmental and cultural compliance. These activities are covered by categorical exclusions for which no documentation is necessary.
- (2) Project Review Process. If the Concessioner proposes to undertake any Facility Management activity that will result in a modification to Concession Facilities, the Concessioner must follow the Ozark National Scenic Riverways Park Project Review Process. This applies to both historic and non-historic structures
- (3) Environmental Assessments and Categorical Exclusions. Some activities are covered by categorical exclusions that require documentation under current NPS policy. If a categorical exclusion under current NPS policy does not apply, then an environmental assessment must be undertaken at the expense of the Concessioner under the direction of the NPS.
- (4) Historic Structures. There are no historic structures within the land assignment covered by this Contract or Maintenance Agreement.
- (5) Non-Historic Structures.
 - (a) The Concessioner must work with the NPS to develop a Programmatic Compliance Agreement within one year of the Contract effective date, which will generate appropriate NEPA Compliance approval for routine or frequent activities involving non-historic structures and including alterations to non-historic structures. This will likely include most Facility Maintenance Activities and certain Component Renewal/Replacement activities. The Concessioner and the NPS will update this plan as needed.

- (b) For actions and activities that are not covered under the Programmatic Compliance Agreement, the Concessioner must follow the Ozark National Scenic Riverways Project Review Process for approval.

C) Record Requirements.

The NPS utilizes the Facility Management Software System (FMMS) to track the condition and value of Concession Facilities. Any deterioration, damage, maintenance, and repair occurring shall become a part of the structure's history. It is vital that NPS managers maintain updated record data, to assist with developing and implementing maintenance strategies. The primary location for master copies of this documentation will be the park's building folder. However, maintenance, concessions management, Concessioner and other interested parties may retain copies of the information for their working files. Ultimately, it will be the responsibility of the party working on the structures to document what will be (and what was) done to the buildings. NPS maintenance crews and the Concessioner will provide that documentation along with photographs and construction drawings to the park's Chief of Maintenance for inclusion in the building folder.

- (1) Inspection Records: Inspection records must be maintained in the structural files.
- (2) Contract Documents: It is required that the Concessioner and/or Chief of Maintenance keep copies of project manuals/specifications, purchase orders, invoices, service contracts, completion reports, etc., to document the materials and supplies purchased and used in connection with maintenance performed.
- (3) Product Literature: Maintaining information about manufacturers is critical to smooth operation of the facilities. This should include hardware and fixture sources, operating instructions, warranties, guarantees, and technical specifications.
- (4) Samples: In some cases, product/material samples and color chips may be collected during projects. Such samples should be stored with the building folder in the Chief of Maintenance office.
- (5) The Concessioner must record any replacement or modifications to Assets or Features and provide the NPS with this maintenance information on a frequency dictated by NPS needs (at a minimum on an annual basis) in a format defined by the NPS. Information may include, but is not limited to:
 - (c) asset inventory information
 - (d) outstanding or deferred Facility Maintenance and Component Renewal/Replacement items and estimated costs to correct
 - (e) dollars expended (by asset) on Facility Maintenance and Component Renewal/Replacement items
 - (f) work activity
 - (g) Facility Maintenance
 - cyclic maintenance <=7-year cycle (with exception of roofs)
 - preventive maintenance
 - repair
 - component renewal/replacement

D) Plans, Reports, and Inspections.

This Maintenance Plan requires a number of plans and reports. For the purposes of this document, the term "plan" will refer to written materials that outline the Concessioner's expected actions and expenses for a future period. The term "report" refers to written

materials that document Concessioner accomplishments and expenses during a defined historical period.

- (1) Annual Inspections. The NPS and Concessioner shall conduct annual reviews and joint inspections of concession facilities to determine necessary maintenance work and to verify its compliance with applicable laws, regulations, guidelines, rules, codes, and policies. This review shall take place on a schedule to be established by the NPS in consultation with the Concessioner (see Supplement E-01, Evaluation Maintenance and Repair Checklist).
- (2) Annual Facility Maintenance Plan. The Concessioner must provide the NPS with an updated Annual Facility Maintenance Plan that covers all Concession Facilities and presents the planned Facility Maintenance activities for the next calendar year. This plan shall be based on the annual review, deficiencies noted on periodic evaluations (see Exhibit A, Operating Plan), and needs identified by Concessioner staff. The Concessioner shall prepare a list of maintenance needs and an annual maintenance program proposal to submit for NPS approval within two weeks after the annual review. This program will list specific projects and the manner by which the Concessioner intends to execute its maintenance responsibilities during the following year. The Concessioner must deliver the plan to the Superintendent on or before November 15 annually. This plan must include the following elements:
 - (a) Inspection Procedures and Schedules. The Concessioner must include an inspection plan that describes how the Concessioner will ensure the proper maintenance of all Concession Facilities and the timely correction of Deferred Maintenance.
 - (b) Preventive Maintenance (PM) Procedures and Schedules. The Concessioner must implement PM procedures and schedules that will be provided to the NPS to ensure proper maintenance of all Concession Facilities. At a minimum, PM procedures and schedules must include detailed PM activities for each building system (including, but not limited to, roofs, building envelopes, and mechanical equipment). At a minimum, the PM procedures and schedules will adhere to manufacturers' recommendations. The PM procedures must describe the tasks that the Concessioner expects to perform during the next calendar year and those that it performed in the previous calendar year (for comparative purposes).
 - (c) Cyclic Maintenance Schedules. The Concessioner must include programmed Cyclic Maintenance items in the report. Typical items in this category include activities that the Concessioner executes at a frequency less than seven years, such as carpet, tile, linoleum, and paint. The NPS may provide additional guidance as to what items should be included.
 - (d) Repair Items:
 - Scheduled Repair Items. The Concessioner must develop a plan to schedule known repair requirements during the year, including those that may have been deferred.
 - Unscheduled Repair Items. The plan must include a service call procedure and method to prioritize service calls for unscheduled maintenance items. Note: The Concessioner may perform emergency repairs without prior NPS approval.
- (3) Reported Work and Expenditures. The Concessioner must submit a Facility Maintenance Report on an annual basis to the Area Concession Management Office no later than November 15 that includes Asset and Feature maintenance, repairs, or replacement expenditure data and the description of the work for each building. The Concessioner must clearly document the Preventative Maintenance, Cyclic Maintenance, and

Scheduled and Unscheduled Repair activities that they have accomplished during the prior submission period in conjunction with those activities that the Concessioner plans for the coming year. The Concessioner is responsible for the accuracy of the information in the Facility Maintenance Report.

- (4) Operational Evaluations. The Concessioner must develop a timeline to cure noted deficiencies identified during the NPS's operational evaluations.
- (5) Personal Property Plan. The Concessioner must provide the NPS with its planned personal property replacement, rehabilitation and repair schedule for the next calendar year by November 15 of each year of the contract for review and approval. The plan must include the specifications, description of the item, and estimated date of replacement.

E) Facility Management Standards

- (1) Painting. Unless required more frequently per the manufacturer's recommendation, the Concessioner must repaint surfaces on a regular cycle, exteriors not less than once every five years, and interiors not less than once every seven years, unless an exception is approved by the NPS. The Concessioner will use paint products of a "best quality" from a major manufacturer and a type and color that is readily available on the open market. The Concessioner must obtain NPS approval for any changes to paint colors from the color range provided by the NPS. Whenever feasible, the Concessioner must use reprocessed, low volatile organic content (VOC), latex coatings. If the Concessioner uses oil-based paints, it must minimize solvent use by means of thinner settling and reuse if possible.
- (2) Interior Systems. The Concessioner must ensure that all interior spaces are clean, properly illuminated, and well maintained, including the following:
 - (a) Walls and Ceilings. The Concessioner must maintain walls and ceilings free of damage and with a fresh appearance.
 - (b) Windows. The Concessioner must keep windows clean and unbroken. Screens must be clean, free of tears and not damaged. Glazing must be clean and in good repair.
 - (c) Food Service Equipment, including, but not limited to refrigerators, freezers, ovens, and tables, will comply with safety, public health, and sanitation codes.
 - (d) Flooring. The Concessioner must keep floors clean, free of stains, and in good repair.
 - Wood floors must be clean, waxed or otherwise sealed, and maintained as necessary
 - Vinyl floor coverings must be clean, waxed or buffed, free of cracks, chips, and worn places.
 - Masonry, flagstone, or tile grouting must also be free of cracks and chips and the grouting must be clean and in good repair.
 - If installed, the Concessioner must replace carpeting as needed, generally at least every seven years, unless required more frequently per manufacturer's recommendation. The Concessioner must keep carpeting clean, free of stains, and in good repair. The Concessioner must use carpet and carpet backing with recycled content and low VOC carpet mastic where feasible and appropriate.
- (3) Interior Lighting. The Concessioner must maintain interior lighting as appropriate for its use.

- (a) Where feasible and appropriate, the Concessioner must replace incandescent light fixtures with energy conserving fluorescent fixtures and incandescent exit lighting with light emitting diode (LED) fixtures.
 - (b) Where feasible and appropriate, the Concessioner must install photo and motion sensors for lighting systems.
- (4) Heating and Ventilation Systems. Where present, the Concessioner must operate and repair heating systems in Concession Facilities in strict accordance with manufacturer's instructions.
 - (a) New equipment must be Energy Star® labeled or designated to be in the top 25th percentile of energy efficiency in its class, in accordance with Federal Energy Management Standards.
 - (b) The Concessioner must clean and inspect all chimneys, stoves, fireplaces, and exhaust ducts prior to each main operating season.
- (5) Asbestos and Lead Paint. The Concessioner must maintain health and safety standards in the presence of asbestos or lead paint in Concession Facilities. The Concessioner must obtain the written approval of the Superintendent before performing any repair, replacement, or abatement of asbestos or lead paint containing surfaces.
- (6) Fire Protection
 - (a) The Concessioner must routinely test, repair, and replace all smoke detectors, fire extinguishers, and all other fire suppression and safety equipment to ensure proper working order and compliance with NFPA Life Safety Code and other applicable county, state and federal codes.
 - (b) Fire extinguishers, smoke detectors and carbon monoxide detectors in compliance with NFPA shall be provided by the Concessioner in all occupied structures and must be inspected monthly. Annual inspections and replacement are the responsibility of the Concessioner. Annual inspections must be conducted by a company with NFPA certification standards. The Concessioner shall notify the NPS when the annual inspection has been completed and shall provide a copy of the receipt indicating the work was completed by a qualified company by May 1.
 - (c) All doors, windows, and stairways must meet applicable fire code.
 - (d) All signage must be clearly visible and in good repair.
- (7) Firewood. The Concessioner must acquire fully cured firewood locally (within a 50 mile radius), but from outside the park boundary for use in Concession Facilities.
- (8) Public Areas.
 - (a) Restrooms: the Concessioner must clean restrooms as often as demand requires, with minimum cleaning and restocking with paper products occurring no less frequently than two times per day. The Concessioner must immediately repair fixtures and equipment upon notification of any problem, and may leave no bathroom fixture out of order for more than 24 hours.
 - (b) Cleaning: the Concessioner must clean all public areas at a minimum twice per day and keep the area free of clutter and debris at all times.
 - (c) Locks: the Concessioner will routinely test and maintain Assigned Facility locks on doors and windows to ensure effectiveness.
 - (d) The Concessioner must annually inspect, clean, and service HVAC system, or other heating/cooling systems, or more often as conditions warrant, including replacement of filters.

- (e) The Concessioner must clean and inspect any active chimneys, stove, and exhaust ducts.
 - (f) The Concessioner must maintain, service, repair (per manufacturer's guidelines) or replace (as necessary) all assigned appliances, machinery, and equipment (regardless of ownership) including purchasing parts, supplies, and related material. When any government-owned appliance, equipment, tank, etc. within the Assigned Area cannot be repaired, the Concessioner must contact the Jacks Fork District Maintenance Supervisor for removal of the item by the Area.
- (9) Exterior Systems. The Concessioner must maintain the structural and architectural integrity of Concession Facilities, including performing the following activities.
- (g) Roofs
 - The Concessioner must inspect roofs on an annual basis to ensure that roofing materials are intact and free of deterioration that may affect structural quality and that roofs are not jeopardized by adjacent vegetation or overhanging tree limbs.
 - The Concessioner must re-drive loose nails and replace broken or missing shingles.
 - The Concessioner must ensure that gutters, downspouts, and roof drains remain attached to each of the buildings. The Concessioner must inspect and clean gutters, downspouts, and roof drains, if applicable, at least annually or more often as necessary to maintain the system free of obstructions and fully operational.
 - (h) Doors and Windows. The Concessioner must routinely inspect, maintain and replace doors and windows to prevent moisture from causing deterioration of materials or structural damage to the building. Concessioner is responsible for the repair, preventive maintenance, and/or replacement of exterior and interior doors.
 - (i) Structural Ventilation. The Concessioner must inspect and maintain structural ventilation on at least an annual basis to permit air circulation as designed, and to prevent wildlife from entering.
 - (j) Foundations, Exterior Walls and Trim. The Concessioner must routinely (no less than annually) inspect foundations, exterior walls, and trim to ensure they are structurally sound and maintained to prevent settlement, displacement, rodent entry, or moisture from entering the building. Any build-up of soil, vegetation, or debris must also be removed.
 - (k) Steps and Walkways. The Concessioner must keep all pedestrian steps and walkways in good condition to meet life safety codes for proper egress. Step surfaces must be level, free of rot, and have a non-slip surface. The Concessioner is responsible for inspecting on at least a semi-annual basis and maintaining, repairing, or replacing all wooden stairs, walkways and/or decks and their furnishings. This includes staining or sealing wood surfaces, replacing boards, benches or other furnishings.
- (10) Exterior Lighting
- (a) The Concessioner must maintain lighting systems to provide adequate levels of lighting for safe nighttime walking in Concession Facilities.
 - All exterior lights must be shielded to cast light downward only to the area of need, to minimize light dispersion to surrounding areas and to protect night skies.

- Where feasible and appropriate, the concessioner will use photo and motion sensors for lighting systems.
 - Where feasible and appropriate, the Concessioner will replace incandescent lights with energy conserving fluorescent lights and incandescent exit lights with light emitting diode (LED) lights.
- (b) Construction or installation of additional exterior lighting must have written permission of the Superintendent. Any new installations must incorporate best available technology.
- (11) Winter Preparation. The Concessioner must take all necessary precautions to prevent damage to Concession Facilities during winter, including freezing, collapse, and damage to windows and doors.
- (a) The Concessioner must drain all fixtures, equipment, water and sewer lines within its scope of responsibilities regardless of being in the interior space, walls, or crawlspaces and take all necessary steps to prevent damage from freezing.
- (b) The Concessioner will clean and prepare all fixtures, appliances, and equipment for proper winter protection as recommended by the manufacturer or NPS.
- (c) The Concessioner must provide and install all necessary and appropriate winter keeping operations for the Concession Facilities. The Concessioner must pay for all actions required to correct damage that results from inadequate preventive measures regardless of the season.
- (d) The Concessioner must shut off utilities or winterize them as appropriate.
- (12) Spring Re-opening. The Concessioner will conduct all activities required to re-open the Concession Facilities after the winter season.
- (a) The Concessioner will coordinate its re-opening activities with the NPS.
- (b) The Concessioner must charge and test all water and sewer lines within the scope of its responsibility for leaks prior to reopening and notify the NPS before recharging any line.
- (13) Grounds and Landscaping
- (a) General
- The Concessioner must conduct its business and daily activities in such a manner as to minimize impacts on the natural scene, including erosion control and protection of native vegetation. The Concessioner will not remove trees from its assigned area without the specific written approval of the Superintendent.
 - The Concessioner will water, weed, mow, prune and conduct all other landscaping and grounds care in the Concession Facilities. The Concessioner must submit any plans for landscaping, including any plant species to be used or any ground disturbance, to the NPS for review and approval. Only native species will be used in landscaping. The Concessioner's landscaping activities must be consistent with the NPS's vegetation management plan. Landscaping activities that utilize power equipment must occur between 8 a.m. and 5 p.m. so as not to disturb camping guests.
 - The Concession will maintain and clean daily any cigarette receptacles within the Concession Facilities.
 - The Concessioner will maintain a buffer zone, as defined in Exhibit C, for aesthetics. No implements will be stored or displayed within this area.

- (b) Defensible Space. The Concessioner must work with the NPS to determine appropriate clearing techniques around buildings to protect from wildland fire. This generally consists of raking and removal of leaf and other duff from the Assigned Area. The NPS will remove any large branches, trees, etc. as required to help maintain defensible space.
- (c) Hazard Tree Removal
 - (1) The Concessioner must notify the NPS of the existence of hazard trees within the Concession Facilities. The NPS will approve the removal of hazard trees on a case-by-case basis.
 - (2) The NPS may conduct hazard tree surveys to identify any trees posing imminent danger.
 - (3) The NPS will coordinate disposition and use of the wood.
- (14) Signs
 - (a) Responsibilities. The Concessioner must install, maintain, and replace all interior and exterior signs relating to its operations within its Concession Facilities. Examples are signs identifying operating services and hours and signs identifying Concession rules or policies.
 - (b) Location and Type. The Concessioner must ensure its signs are appropriately located, accurate, attractive, and well maintained. The Concessioner must prepare its signs in a professional manner and consistent with NPS guidelines and standards, including but not limited to, Directors Order 52C, Park Signs. The Concessioner must obtain written NPS approval prior to any new sign installation.
 - (c) Temporary Signs. The Concessioner must replace any defaced or missing sign within seven days. If the sign addresses a life safety issue, the Concessioner must replace it immediately with a professional looking temporary sign. The Concessioner may not use a handwritten sign unless the NPS approves an exception.
- (15) Roads, Trails, Parking Areas, and Walkways
 - (d) The Concessioner must grade, resurface, repair surfaces, patch, stripe, and remove debris and hazards from roads, parking areas, trails, and walkways within the Concession Assigned Area.
 - (e) If the Concessioner requests and the NPS agrees, the NPS may perform some of this work on a cost recovery basis. The NPS will provide an estimate of labor and equipment charges in advance. The Concessions Management Office will coordinate such requests.
- (16) Utilities
 - (a) The Concessioner must contract with independent suppliers to provide utility services not provided by the NPS. The Concessioner is responsible for direct payment to these suppliers.
 - (b) The Concessioner must promptly pay for electricity, fuel, refuse collection, telephone, sewage disposal, water, or any other utility or services whether provided by governmental authority, public, or community service company.
 - (c) Electrical. The Concessioner must maintain all equipment (fuses, individual circuit breakers, panels, switches, etc.) within the Concession Facilities. Any changes to the electrical system require written approval from the Superintendent.
 - (d) The Concessioner must repair or replace any electrical system damage within the Concession Facilities, unless caused by the NPS, and any damage occurring beyond

the Concession Facilities which results from actions of the Concessioner, its employees, agents, or contractors.

- (e) The Concessioner must ensure that all electrical circuits and wiring under its control meet or exceed the standards of the National Electric Code.
 - (f) Water. The NPS maintains all primary water mains in the Area and the secondary lines to the point where they enter the building.
 - (g) The Concessioner must maintain the water system infrastructure located within its assigned area. Water piping, faucet spigots, water heaters, etc. within assigned buildings from the shut-off valve are the Concessioner's responsibility to operate, repair, and maintain, including testing for and repairing leaks.
 - (h) The Concessioner must repair or replace, as directed by the NPS, any water system damage within Concession Facilities and damage occurring beyond the Concession Facilities that results from actions of the concessioner, its employees, agents, or contractors.
 - (i) The Concessioner must maintain back flow prevention devices within its Concession Facilities.
 - (j) The Concessioner must comply with U.S. Public Health Service guidelines when reopening or repairing drinking water distribution systems. The Concessioner must disinfect repaired lines in accordance with NPS procedures.
 - (k) The activation, deactivation, and winterizing of system components are part of normal maintenance of the system and are the responsibility of the Concessioner. The Concessioner will drain all water and sewer lines and take all necessary steps to prevent damage from freezing. All water and sewer lines will be charged, tested for leaks, and repaired if necessary prior to opening.
 - (l) The NPS will have water systems to the Concession Facilities activated by April 15th and deactivated on October 15th each year. If different dates are desired, the NPS requires at least 14 days notice.
 - (m) The Concessioner will be charged by the NPS for metered water usage and wastewater at rates based on NPS costs using DO-35B: Cost Recovery for National Park Service Provided Utilities.
- (17) Sewage
- (a) The Concessioner must maintain and repair exterior lines and lateral from assigned buildings to the first clean-out main or septic tank, whichever is closer.
 - (b) The Concessioner must clear stoppages and make repairs for damage caused by such stoppages within the Concession Facilities and on lines covered by 4A of this section.
 - (c) The Concessioner must obtain written approval from the NPS prior to tapping any sewer mains.
 - (d) The Concessioner must repair any damage to the sewage collection/disposal system within Concession Facilities and damage occurring beyond Concession Facilities which results from action of the Concessioner, its employees, agents, or contractors.
 - (e) The Concessioner must maintain, and repair items attached to the sewage collection/disposal system, such as sinks, toilets, and urinals.

- (f) The Concessioner must comply with U.S. Public Health Service guidelines when reopening or repairing sewer collection/distribution systems. The Concessioner must disinfect repaired lines in accordance with NPS procedures.
- (18) Telephone. The Concessioner must provide and maintain all telephone services, equipment and lines within and for Concession Facilities, including wiring on the user side of connections and panels.
- (19) Propane. The Concessioner will provide and maintain all propane services within and for Concession Facilities including tanks, valves, and piping.

F) National Park Service Responsibilities.

- (1) Roof and Foundations. The NPS is responsible for the roof including either repair or replacement of the shingles or metal roofing and maintaining or repairing vents in gables and soffits as required. The foundation condition is also the responsibility of the NPS
- (2) Exterior Walls. The NPS is responsible for the construction and maintenance of exterior walls unless the wall is damaged through neglect or actions of the Concessioner, its employees, agents, or contractors.
- (3) Signs. The NPS maintains all regulatory, traffic control, or information signs that serve the interest of the Assigned Area. Examples include information signs along roadways, directional signs along trails, and interpretive signing.
- (4) Fire Equipment. The NPS will maintain all fire hydrants within the Concession Facilities, including the maintenance, repair, replacement, and testing of all fire hydrants on water mains within the Concession Facilities. The NPS relies on the local volunteer fire department to provide structural fire protection.
- (5) Electrical. The NPS responsible for the electrical service from the Rural Cooperative meter to and including the main breaker in the electrical service panel.
- (6) General.
 - (a) At the time of the contract signing, the NPS will ensure that all walkways, decks, parking areas, grounds and roads within the Assigned Area are in good condition.
 - (b) The NPS is responsible for entering the data provided by the Concessioner on the Annual Facility Maintenance Report into the Facility Management Software System (FMSS).
- (7) Water and Sewer.
 - (a) The NPS conducts day-to-day maintenance on lift stations.
 - (b) The NPS will assist with the location and identification of water and sewer lines.
 - (c) If the NPS needs to access a main within the Concession Facilities, the NPS will restore the area unless the Concessioner (including its employees, agents, or contractors) has caused the need to access the main.
 - (d) The NPS provides bacteriological monitoring and chemical analysis of potable water as required by all Applicable Laws.
 - (e) The NPS and the United States Public Health Service will conduct annual water/sewer surveys within the Concession Facilities.
 - (f) Water usage and wastewater rates will be determined based on DO-35B: Cost Recovery for National Park Service Provided Utilities. The NPS will notify the Concessioner at least 60 days in advance of changes to the water rates.
 - (g) The NPS is responsible for the installation and necessary replacement of septic tanks, drain fields, and sewer lines into the buildings.

- (h) The NPS is responsible for the installation and necessary replacement of building fixtures such as toilets, water heaters, urinals, sinks, spigots, etc. at the end of their useful life
- (8) NPS Construction and Capital Improvements. From time to time, the NPS may undertake and fund construction and Capital Improvements within Concession Facilities. The NPS will work with the Concessioner to minimize impacts from these projects upon Visitor Services and Concessioner operations. The Concessioner must cooperate with the NPS to achieve NPS objectives and complete these projects in a timely and workmanlike manner.

3) PART C – CONCESSIONER ENVIRONMENTAL RESPONSIBILITIES

The Concessioner must comply with the following Maintenance-related environmental responsibilities. Area-required Concessioner responsibilities described in Part B may provide more specific and/or additional environmental requirements. When in conflict, Concessioner responsibilities described in Part B supersede those identified in this part.

A) General

While performing maintenance under this contract, the Concessioner must minimize environmental impacts and utilize principles of Preventive Maintenance, waste prevention and waste reduction, sustainable design and sustainable practices / principles and incorporate best management practices. The term “Feasible” means technically possible, economically reasonable, appropriate for the location and the use identified, and consistent with industry best management practices.

B) Environmental Practices

- (1) Equipment and Materials. Where feasible and available, the Concessioner will use products or materials that are less toxic, contain post-consumer recycled content, are naturally or minimally processed products, and use other materials that have additional environmentally preferable attributes. The Concessioner will minimize use of hazardous chemicals in its operations.
- (2) Contractors. The Concessioner will encourage companies and businesses it does business with to provide cleaner technologies and safer alternatives to toxic and hazardous materials and to develop innovative technologies that are environmentally friendly.
- (3) Purchasing. The Concessioner must purchase environmentally friendly cleaners and other products whenever appropriate.

C) Air Quality

- (1) The Concessioner must, in performing Maintenance under this Contract, minimize impacts to air quality by using appropriate control equipment and practices to the extent Feasible.
- (2) The Concessioner must use diesel fuel/heating oil containing no more than 15 parts per million (ppm) sulfur (i.e., ultra-low sulfur fuel) in accordance with USEPA regulations.
- (3) The Concessioner must obtain NPS approval prior to using halon fire suppression systems.

D) Hazardous Substances

- (1) In performing Maintenance, the Concessioner must minimize the use of hazardous substances under this Contract where Feasible.

- (2) The Concessioner must provide secondary containment for hazardous substances storage in situations in which there is a reasonable potential for discharge to the environment. At a minimum, the Concessioner must provide secondary containment for hazardous substances located in outside storage areas, in interior storage areas in the proximity of exterior doorways or floor drains, on docks and on vessels.
- (3) The Concessioner must store all flammable hazardous substances materials in UL approved flammable storage cabinets, rooms, or buildings as defined by the National Fire Prevention Association.
- (4) The Concessioner's Environmental Management Program (EMP) must include its approach to stopping, containing, and cleaning up hazardous substance spills and releases, whether intentional or non-intentional.
- (5) The Concessioner must notify the District Law Enforcement Ranger without delay if there is a spill or release of hazardous or non-hazardous chemical or biological products. The Concessioner must immediately implement proper corrective cleanup and safety actions.

E) Hazardous, Universal and Other Miscellaneous Maintenance Wastes

- (1) The Concessioner must minimize the generation of hazardous waste, universal waste and miscellaneous maintenance waste to the extent feasible. Examples of hazardous materials include, but are not limited to: used motor oil, asbestos, radon, and lead base paint. All hazardous materials shall be handled in accordance with OSHA 29 CFS, 1910 and 1926.
- (2) The Concessioner must, to the extent feasible, recycle hazardous waste, universal waste, and miscellaneous maintenance waste including, but not limited to, used oil, used oil contaminated with refrigerant, used solvents, used antifreeze, paints, used batteries, and used fluorescent lamps (including CFLs).
- (3) The Concessioner shall obtain NPS approval before using chemicals, pesticides, and toxic material. Applications and methods of use shall conform to federal, state, and county laws, and applicable doses, policies, and guidelines.
- (4) The Concessioner must obtain approval from the NPS for hazardous waste, universal waste, and miscellaneous maintenance waste storage area siting and designs.
- (5) The Concessioner must follow conditionally exempt small quantity generator (CESQG) requirements, as defined in defined in federal regulations, related to container labeling, storage, accumulation times, use of designated disposal facilities, contingency planning, training, and recordkeeping.
- (6) The Concessioner must, irrespective of its hazardous waste generator status, manage universal waste (i.e., it must store, label, train employees, and dispose of universal waste) in accordance with federal universal waste regulations.

F) Pest Management

- (1) The Concessioner must conduct pesticide management activities including prevention/exclusion, abatement, reporting and monitoring in accordance with NPS Integrated Pest Management (IPM) procedures contained in NPS 77, Reference Manual 83 and the Park IPM Plan. This includes control of both native and non-native invasive flora and fauna by chemical and other means.
- (2) The Concessioner must eradicate any pest infestation in personal or other property and in all Concession Facilities, including but not limited to, infestation that requires fumigation/tenting for termites, bedbugs, or other pests.

- (3) The Concessioner must obtain NPS approval prior to controlling pests utilizing chemicals or by other means. The Concessioner must bring to the attention of the NPS the existence of pests or exotic plants within the Assigned Area of which it becomes aware. The Concessioner may only use chemicals, pesticides, and toxic materials and substances as a last resort, as part of an Integrated Pest Management program, and with prior approval by the NPS.
- (4) The Concessioner must obtain NPS approval for pesticide storage area siting and design.
- (5) The Concessioner must obtain NPS approval prior to contracting with any third party to apply pesticides.
- (6) The Concessioner will be responsible for continuing and maintain the termite monitoring program established for the area through a licensed pest control organization.
- (7) The Concessioner and employees must adhere to practices that tightly seal buildings and supplies and maintain clean facilities to reduce the potential for wildlife becoming pests.
- (8) Pesticide Request Form and Pesticide Use Log. The Concessioner must submit Pesticide Request Form requesting approval of anticipated pesticide use for the following year, and a Pesticide Use Log, which tracks pesticide use for the previous year, to the NPS by January 10th each year. This request includes pesticides proposed for sale in the camp store, as well as pesticides proposed to be applied by a third-party contractor. Pesticide Use Reports must contain the pesticide name (including the EPA Pesticide Product Registration Number, if applicable), amount of pesticide used, location the pesticide was used in, and the pest targeted. (see Supplement E-03 Integrated Pest Management (IPM) Pesticide Use Request and Annual Use Log).

G) Solid Waste Reduction, Storage, Collection, and Disposal

- (1) The Concessioner must implement a source reduction program designed to minimize its use of disposable products in its operations. The Concessioner is encouraged to purchase and reuse materials to the extent feasible as the first choice in source reduction.
- (2) The Concessioner must develop, promote and implement a litter abatement program. This must include participating in Area-wide litter clean-up events.
- (3) The Concessioner must provide an effective management system for the collection, storage and disposal of solid waste generated by its facilities and services as well as the solid waste generated by the visiting public at its facilities. The Concessioner must keep all Concession Facilities free of litter, debris, and abandoned equipment, vehicles, furniture, and fixtures.
- (4) Solid waste must be removed between 8am and 5pm so as not to disturb camping guests. All solid waste removal is done at the Concessioner's expense.
- (5) The Concessioner must provide outdoor receptacles, and locate containers conveniently within the Assigned Facility area. Receptacles shall be in sufficient quantity to handle the needs of its operations. To prevent pest attraction, all wet solid waste from the Concessioner's operations must be adequately bagged and tied or stored in sealed containers.
- (6) The Concessioner must collect and dispose of solid waste on a frequency (approved by the NPS) as necessary to prevent the accumulation of waste. The Concessioner must not allow waste to accumulate in containers to the point of overflowing and keep its solid

- waste containers clean, well-maintained, painted in NPS-approved colors, and serviceable; sites must be free of spills, waste, and odors.
- (7) The Concessioner must transport and dispose of solid waste that is not recycled to an authorized sanitary landfill or transfer station outside of the Area. The Concessioner must transport recyclables to an authorized recycling center.
 - (8) The Concessioner must obtain NPS approval prior to contracting with any third party for solid waste services.

H) Recycling

- (1) Recycling Program. The Concessioner must develop, promote and implement as part of its solid waste management system, a recycling program for all Area-specified materials that fully supports the National Park Service's recycling efforts. Area-specified materials include at a minimum, but are not limited to: paper, newsprint, cardboard, bimetals, plastics, aluminum and glass. The Concessioner's recycling program must address large items such as computers and other electronics, white goods and other bulky items.
- (2) Use of Recycled Products. The Concessioner must implement a source reduction program designed to minimize its use of disposable products in its operations. Reusable and recyclable products are preferred over single-service items. The Concessioner must use polystyrene as little as possible and may not use polystyrene that contains chlorofluorocarbons. Where the Concessioner needs to use disposable products, it must choose products that have the least impact on the environment. The NPS encourages the Concessioner to use post-consumer recycled products whenever possible. The concessioner will purchase and incorporate environmentally preferred products or services for use and for sale when practical.
- (3) Environmentally Safe Products. Where practical, the Concessioner will use environmentally safe "green" products and practices that enhance sustainable operations and development, and that promote use of recycled oils, tires (re-treads), construction materials, etc. The Concessioner must develop a list of "green" products and acceptable alternatives for all operations concerned with auto fleet/rental lubricants and coolants, chemical additives to toilets, and construction materials. The Concessioner must make the list available for NPS review upon request.
- (4) Water and Energy Conservation. The Concessioner must implement water and energy conservation measures for each of its operations. As new technologies are developed, the Concessioner will explore the possibility of integrating them into existing operations where there is the potential for increased efficiency, reduced water or energy consumption, or reduces impacts on the environment.
- (5) Alternative Fuel Vehicles. The concessioner will use alternative fuel vehicles if feasible.
- (6) Vehicle Maintenance. The Concessioner may not perform routine vehicle maintenance within the Assigned Area. The Concessioner must recycle all used motor oil, antifreeze or similar materials, and may not store such products long-term in the Area.

I) Water and Energy Efficiency

- (1) The Concessioner must consider water and energy efficiency in all facility management practices, and must integrate water-conserving and energy conserving measures into its facility management practices whenever Feasible.
- (2) In addition to meeting standards established in accordance with Applicable Laws, Concession Facilities equipment and practices must, to the extent feasible, be consistent with water and energy efficiency standards established for federal facilities and operations. All new equipment must meet Energy Star standards where feasible.

J) Wastewater

- (1) The Concessioner must minimize impacts to water quality caused by maintenance performed under this Contract through the use of appropriate control equipment and practices.
- (2) The Concessioner must prevent discharges to the sanitary sewer system that could result in pass through of contaminants, or that could interfere with the operation of the sanitary wastewater treatment system.
- (3) The Concessioner must maintain assigned wastewater treatment systems, if any, in accordance with Applicable Laws. The Concessioner must maintain a maintenance log for wastewater treatment equipment, and it must make such log available to the NPS upon request.
- (4) The Concessioner must minimize the storage of equipment and materials in the Concession Facilities in a manner that could cause storm water contamination (i.e., storage outside without weather protection).

4) PART D – CONCESSIONER REPORTING RESPONSIBILITIES**A) General**

The Concessioner must provide the NPS the following plans and reports for the NPS's review and approval according to the frequency and due dates defined in Section 2, Reporting Schedule.

(1) Concessioner Maintenance Plan and Report

The Concessioner must provide to the NPS (for the NPS's review and approval) a Concessioner Maintenance Plan and Report (CMPR) that is applicable to all Concession Facilities. The CMPR must identify projected maintenance activities in the year prior to commencement of the work. Work that requires planning and design must be identified in the CMPR the year before planning and design begins. The purpose of the CMPR is to identify the need and tentative scope of activities a complete year in advance of actual work to allow adequate time to prepare for work commencement and report status. Projects shown in the CMPR must include at a minimum the NPS asset number; work order number, work order subtype, work order open date; project title; concept description; justification; and anticipated NEPA and Section 106 planning and compliance; status; and work order date completed. The CMPR should break down activities to be performed in sufficient detail to identify, plan, locate and track work performed.

(2) Concessioner Project Plan and Report

The concessioner must provide to the NPS (for the NPS's review and approval) a Concessioner Project Plan and Report (CPPR) that is applicable to all Concession Facilities. The CPPR must identify Component Renewal projects one year prior to commencement of the individual project. Projects that require planning and design before construction must be identified in the CPPR the year before planning and design begins. The purpose of the CPPR is to identify the need and tentative scope of projects a complete year in advance of actual work to allow adequate time to prepare for project commencement and report project status. Projects shown in the CPPR must include at a minimum the NPS asset number; work order number, work order open date; project title; concept description; justification; and anticipated NEPA and Section 106 planning and compliance; status; and work order completed date.

(3) Personal Property Report

The Concessioner must provide to the NPS (for the NPS's review and approval) a Personal Property Report that documents the Concessioner's schedule for Personal Property replacement, rehabilitation, and repair for the next calendar year. The plan must include the specifications, item description, estimated date of replacement, estimated replacement cost, expected life of replacement property, and expected salvage value of replaced Personal Property at time of replacement.

(4) Pesticide Use Log

The Concessioner must submit to the NPS a Pesticide Use Log which documents the Concessioner's pesticide use for the prior calendar year.

(5) Pesticide Use Request Form

The Concessioner must submit to the NPS (for the NPS's review and approval) a pesticide request form documenting anticipated pesticide use for the next calendar year.

B) Reporting Schedule

The following chart summarizes the plan and reporting due dates established by Parts A, B and C of this Maintenance Plan.

Report or Plan	<i>Reference Location</i>	Frequency	Due Date
Computerized Maintenance Management System (CMMS)	H-5	Initially	Within the first year of operation
Report of any replacement or modifications to Assets or Features	H-7	Annually	November 15
Concessioner Maintenance Plan and Report (CMPR)	H-8	Annually	November 15
Concessioner Project Plan and Report (CPPR)	H-8	Annually	November 15
Personal Property Report	H-9	Annually	November 15
Annual fire extinguisher, smoke detector and carbon monoxide detector inspections	H-10	Annually	May 1
Pesticide Use Log	H-18	Annually	January 10
Pesticide Use Request Form	H-18	Annually	January 10

SUPPLEMENT H-01
OZARK NATIONAL SCENIC RIVERWAYS
EVALUATION REPAIR AND MAINTENANCE CHECKLIST INSPECTION FORM

Introduction

This Supplement presents a checklist of items the NPS and Concessioner will review during the annual review and joint inspection of concession facilities to determine necessary maintenance work and to verify its compliance with applicable laws, regulations, guidelines, rules, codes, and policies.

Date _____

Building Number _____

Inspection Item	Problem/Comments	Responsibility <u>NPS</u> or <u>Concessioner</u>	Date of Scheduled Repair	Completed √
EXTERIORS				
CHIMNEYS				
Rock				
Joints				
Interiors (flue liners)				
Fire bricks				
Chimney caps				
Cleanliness				
EXTERIOR WALL (ROCK)				
Rocks and joints				
Vegetation removed				
Condition				
Pest presence				
Moss or algae				
Loose or missing nails				

EXTERIOR WOOD				
DOORS				
Condition				
Cleanliness				
Inspection Item	Problem/Comments	Responsibility <u>NPS</u> or <u>Concessioner</u>	Date of Scheduled Repair	Completed √
FOUNDATION WALL				
Condition of concrete				
Presence of vegetation				
GUTTERS, DOWNSPOUTS				
Condition				
Presence of debris				
INSECT, PEST MANAGEMENT				
Signs of pests present				
LEAF REMOVAL				
Gutters, downspouts, etc.				
Grounds				
REMOVE BRUSH AND TREES				
Necessary?				
PAINTING, STAINING INTERIOR AND EXTERIOR SURFACES				
Needed?				

PORCHES, DECKS, STEPS				
Condition				
Cleanliness				
RETAINING WALLS (ROCK)				
Condition of rock, joints, etc.				
Presence of vegetation				
Inspection Item	Problem/Comments	Responsibility <u>NPS</u> or <u>Concessioner</u>	Date of Scheduled Repair	Completed √
RETAINING WALLS (WOOD)				
Condition, presence of insects?				
Vegetation/drainage appropriate?				
ROADS MAINTENANCE				
Surface failure, cracks, debris?				
ROOFS				
Condition (shingles, nails, etc.)				
Presence of debris				
RUINS– FOUNDATION INSPECTIONS				
SCREENS				
Condition of screens				
Condition of nailers				

SIGNS				
Condition, missing?				
TRAILS, WALKS, HANDRAILS				
WINTERIZE/DE- WINTERIZE BLDGS				
WOOD WINDOWS				
Condition of hardware, frame, glass, glazing				
Cleanliness				
INTERIORS				
CEILINGS				
Condition				
Cleanliness				
CHIMNEYS				
Rock				
Joints				
Interiors (flue liners)				
Fire bricks				
Cleanliness				
ELECTRICAL SYSTEMS				
All circuits, appliances operational				
GFI receptacles, fire detection devices operational				

Fixtures, light bulbs, etc., operational				
Applicable electrical codes are met				
FLOOR TILE/LINOLEUM				
Cleanliness				
Condition				
HARDWARE				
Properly operational				
Cleanliness				
HVAC SYSTEM, OTHER HEAT, COOLING SYSTEM				
Operational				
Filters, cleanliness				
Inspection Item	Problem/Comments	Responsibility <u>NPS</u> or <u>Concessioner</u>	Date of Scheduled Repair	Completed √
INTERIOR PLASTER				
Condition (damage)				
Cleanliness				
INTERIOR STRUCTURE (ROCKWORK)				
Condition				
Cleanliness				
INTERIOR STRUCTURE (WOODWORK)				
Condition				

Cleanliness				
INTERIOR TRIM & MOLDINGS				
Condition				
Cleanliness				
INTERIOR WALLS (WOOD)				
Condition				
Cleanliness				
INTERIOR WOOD, DOORS				
Condition				
Cleanliness				
KITCHEN EQUIPMENT				
Condition				
Cleanliness				

**SUPPLEMENT H-02
OZARK NATIONAL SCENIC RIVERWAYS
WORK ORDER SUPPLEMENT**

Asset Code	Work Order	Asset Description	Work Subtype	Work Order Description	Quantity	Unit of Measure	Priority Year
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SUPPLEMENT H-03
OZARK NATIONAL SCENIC RIVERWAYS
INTEGRATED PEST MANAGEMENT PESTICIDE USE REQUEST AND ANNUAL USE LOG

Concessioner Name/Phone (PRINT): _____ Date: _____

Instructions:

STEP 1 – SEND **completed blue** boxes **only** to request the use of a pesticide and send to Kimberly.Houf@nps.gov. Once you receive official approval from me, **then** you can purchase.

STEP 2 – AT END OF YEAR, complete 2nd page, *The Annual Use Log* (green box), and return to Kim Houf by **January 10th**. The green box is for end of year Regional reporting.

Pesticide Use Proposal Request

Select the Product Type:

_____ Algicide _____ Mildewcide

_____ Fungicide _____ Herbicide*

_____ Insecticide _____ Rodenticide

_____ Pesticide _____ Other

*If product type is a herbicide, please complete below:

_____ Pre-emergent _____ Post-emergent

_____ Both _____ Not applicable

Product Name: _____ EPA Product Registration Number: _____

Manufacturer: _____

If possible, identify up to three of the active ingredients in this product:

Pests Targeted:

1. _____

1. _____

2. _____

2. _____

3. _____

3. _____

How will this product be used?

Location(s) of treated areas (please be as specific as possible):

Estimated area to be treated (enter only one): Acres: _____ OR Square Feet: _____

Person Applying Pesticide: _____

Start Date: _____ End Date: _____

Amount of Product Purchasing (i.e. 8 cans, 16 oz each): _____

**SUPPLEMENT H-03
OZARK NATIONAL SCENIC RIVERWAYS
INTEGRATED PEST MANAGEMENT PESTICIDE USE REQUEST AND ANNUAL USE LOG
SECTION 2**

DO NOT COMPLETE UNTIL END OF YEAR

DUE TO KIM HOUF BY JANUARY 10

Annual Use Log (Complete this section when you are done with the product and return to Kim_Houf@nps.gov)

Annual Amount of Pesticide **Used** during Calendar Year (i.e., gallon, pint, ounce, pounds, etc.):

Actual/Estimated Amount of Area Treated (Acres or SQFT):
