ATTACHMENT B-01
OZARK NATIONAL SCENIC RIVERWAYS
PARK POINTS OF CONTACT

JACKS FORK

<table>
<thead>
<tr>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Interpreter Supervisor</td>
<td><a href="mailto:josh_chilton@nps.gov">josh_chilton@nps.gov</a></td>
<td>573.226.3945</td>
</tr>
<tr>
<td>District Maintenance Supervisor</td>
<td><a href="mailto:carl_d_terril@nps.gov">carl_d_terril@nps.gov</a></td>
<td>573.323.8115</td>
</tr>
<tr>
<td>District Ranger Supervisor</td>
<td><a href="mailto:chris_figge@nps.gov">chris_figge@nps.gov</a></td>
<td>573.323.8138</td>
</tr>
</tbody>
</table>

HEADQUARTERS OFFICE

<table>
<thead>
<tr>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concession Management Specialist</td>
<td><a href="mailto:peggy_tarrence@nps.gov">peggy_tarrence@nps.gov</a></td>
<td>573.323.4864</td>
</tr>
<tr>
<td>Deputy Superintendent, and Superintendent</td>
<td></td>
<td>573.323.4852</td>
</tr>
</tbody>
</table>

PARKWIDE

<table>
<thead>
<tr>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrowhead Regional Dispatch Center (ARDC) Emergency Dispatch</td>
<td></td>
<td>1-844-460-3604</td>
</tr>
</tbody>
</table>
ATTACHMENT B-02
OZARK NATIONAL SCENIC RIVERWAYS
COMPETITIVE MARKET DECLARATION (CMD) RATE APPROVAL FORM

To be submitted annually **ninety (90) days** prior to anticipated implementation dates, media and/or brochure publication dates, and customer notification.

The rental price is generally negotiated between the customer and owner. The many variables that enter into rental prices, such as changes in season, insurance rates, and fuel prices make the application of fixed prices unrealistic. It is determined that the Concessioner's ability to compete is not enhanced by their location. Prices are comparable based on competition and negotiation.

The Concessioner's rates may be adjusted downward without the specific approval of the Superintendent but are subject to review to ensure that they remain reasonable in comparison to similar services offered outside the park.

This declaration will be reviewed annually and the use of this method could be rescinded if the Superintendent determines that the situation has changed. The decision to change rate approval methods is at the discretion of the Superintendent.

**Rate Schedule**

**Canoe, Kayak, Raft, Tube, and/or Johnboat Rentals and the Provision of Shuttle Service - Competitive Market Declaration.** Services provided by the Concessioner are vended in a competitive market. The prices charged for these services are negotiated between customer and owner. In consideration of these factors, it is declared that rates charged by the Concessioner are comparable and approved.

*Attach your current proposed rates here, along with this declaration 90 days prior to the commencement of each operating season.*

______________________________________
Superintendent  __________________________ Date

______________________________________
May price services competitively without further approval from the National Park Service. This declaration is for the period of January 1, 20xx through December 31, 20xx.
ATTACHMENT B-03
OZARK NATIONAL SCENIC RIVERWAYS
NPS EMPLOYEE OR RELATIVE

Name of Potential Concession Employee:
____________________________________________________________________

Name of Concessioner:
____________________________________________________________________

Position Title Applied for:
____________________________________________________________________

NPS Employee Name and Title:
____________________________________________________________________

Relationship of Potential Concession employee to you:
____________________________________________________________________

Other comments:

For Superintendent’s Use Only:

I concur with this request for employment: ______

OR I do not concur with this request for employment: ______

Signed: ______________________________ Date: ______________________
Superintendent
Definitions:

NPS Employee: Full-time, part-time or seasonal employee on active duty, also, any permanent employee on furlough. Former seasonal employees are not considered NPS employees for the purposes of this approval process.

NPS Relative: Spouse or minor child (under age 21) of an NPS employee for purposes of this approval process.

References:

From OZAR001-20 Operating Plan: The Concessioner may not employ in any status an Ozark National Scenic Riverways employee, his/her spouse, or his/her dependent child without prior Superintendent written approval. Potential employees who fall within this description must submit a written request to the Service, as found in an Attachment to this Operating Plan. The Concessioner will retain the approved request as part of the employee’s personnel file.

The Concessioner may not employ in any status the following, their spouses or dependent children: the Superintendent, Deputy Superintendent, Concessions Management staff, Risk Management Officer, Chief or District Ranger, or Public Health Sanitarian.

NPS Management Policy, 10.2.8.2, Employment of NPS Personnel or Family Members by Concessioners:

Federal law prohibits government employees from making recommendations, decisions, or approvals relating to applications, contracts, controversies, or other matters in which the employee or the employee’s spouse or minor child has a financial interest. Park employees may not make decisions, approvals, or recommendations related to concession activities when their spouse or dependent child is employed by a park Concessioner in that particular park. For example, the spouse or dependent child of the superintendent, assistant superintendent, concession staff, environmental manager, or public health specialist may not be employee by a Concessioner in the specific park in which the NPS employee works.
PURPOSE
These standards define NPS minimum requirements for concessioner Risk Management Programs (RMPs) in accordance with NPS policy. The RMP is the management system the concessioner develops and implements to address the risk management aspects of its operations. Concessioners are independently responsible for developing and implementing an RMP of adequate scope and content to comply with all Applicable Laws and to provide for a safe and healthy environment for employees and visitors, irrespective of these RMP standards.

AUTHORIES
NPS Management Polices (section 10.2.4.8) states that concessioners are responsible for managing all their operations to minimize risk and control loss due to accident, illness, or injury, and that concession contracts must contain requirements for each concessioner to develop a RMP that is (1) appropriate in scope to the size and nature of the operation, (2) in accord with the Occupational Safety and Health Act of 1970 and the NPS concession risk management program, and (3) accepted by the superintendent.

STANDARDS DEVELOPMENT AND UPDATE
The standards were developed in consideration of Applicable Laws, industry safety management standards (such as BS OHSAS 18001), NPS risk management and Operational Leadership policy and guidance, past NPS concession RMP policy and standards, and concessioner risk management practices. This standard will be periodically reviewed and may be revised to reflect changes in Applicable Laws, industry practices, or to provide program improvements.

RMP STANDARDS
The RMP standards defined by the NPS consist of the requirements associated with ten elements, identified in Table 1 below. While the RMP must address each of these elements, it should be specific to, and adequately address, the type and size of services the concessioner provides under its concession contract with the NPS. The RMP can, and should, be simple and flexible to ensure it is fully embraced and implemented by the concessioner’s management and staff. More complex operations and services, or additional park requirements to prepare for specific events, may warrant a more detailed program with additional elements or sub-elements than those defined through the NPS standard.

Table 1 – NPS Concession RMP Elements

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Risk Management Program Scope</td>
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<tr>
<td>2</td>
<td>Responsibility and Accountability</td>
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<tr>
<td>3</td>
<td>Training</td>
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<td>4</td>
<td>Documentation and Operational Controls</td>
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<td>5</td>
<td>Communication</td>
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<td>6</td>
<td>Reporting</td>
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<td>7</td>
<td>Inspections and Corrective Action</td>
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<tr>
<td>8</td>
<td>Hazard Incident Investigations and Abatement</td>
</tr>
</tbody>
</table>
RMP ELEMENT 1 – RISK MANAGEMENT PROGRAM SCOPE

The concessioner must establish and maintain an RMP appropriate for the activities, size, and complexity of the operation.

Standards:

1.1 The RMP is documented, and its scope covers the ten risk management elements. Furthermore, the RMP scope addresses the risk management objectives and aspects applicable to the operation, including:
   - legal requirements (Applicable Laws), contract requirements (including requirements contained in Exhibits), and safety best management practices
   - employee and visitor hazards
   - operational, facility and natural hazards

1.2 The RMP establishes a safety policy for the organization. The policy indicates commitment to:
   - compliance with Applicable Laws and safety and health-related contract requirements
   - providing a safe and healthful environment for employees, park staff and visitors to the extent possible
   - assigning responsibilities
   - providing staff and resources
   - monitoring performance

RMP ELEMENT 2 – RESPONSIBILITY AND ACCOUNTABILITY

The concessioner must establish the organizational structure, personnel roles and responsibilities, and resources needed to effectively implement the RMP.

Standards:

2.1 The concessioner identifies a safety and health official, and documents this assignment in the RMP.

2.2 The concessioner identifies the risk management organizational and staff responsibilities, and documents this structure and assignments in the RMP.

2.3 RMP resources are developed, documented in the RMP, and applied; resources are adequate to execute the program. Resources include:
   - personnel (e.g., number of staff, experience and skills)
   - facilities and equipment
   - information, documentation, and data management systems
   - agreements for support from outside contractors and agencies
   - training programs for concession personnel

RMP ELEMENT 3 – TRAINING AND QUALIFICATIONS

Personnel must be competent to perform the tasks assigned to implement the RMP.

3.1 Managers and staff with safety and health responsibilities meet the qualification requirements defined in the contract and RMP. Competency requirements are defined by appropriate education, training, and experience.

3.2 A training plan is developed, documented in the RMP, and executed; and includes:
• Defined training requirements for the safety officer and other personnel, including requirements to meet Applicable Laws, the contract, and the RMP.
• Required training records, such as training materials, schedules, and participant records.

3.3. The concessioner has conducted and documented all training.

RMP Element 4 – Documentation and Operational Controls
The concessioner must establish and maintain plans and procedures to manage operations and emergencies associated with its RMP. The number and complexity of these plans and procedures will depend on the size and complexity of the concessions operation. Some plans and procedures may be required by Applicable Law or the contract.

Standards:
4.1 RMP plans and standard operating procedures are developed, implemented, maintained, and included or referenced in the RMP. These plans and procedures address requirements in Applicable Laws, the contract, and the RMP to ensure safe operations. Some plans and procedures may overlap with those in the Environmental Management Program (EMP) and/or the Public Health Program (PHP). Examples of operating procedures include:
• Procedures for the safe storage and handling of chemicals
• Procedures for embarking and disembarking visitors
• Procedures for safe equipment use, maintenance, and inspection
• Procedures for managing wildlife interactions
• Procedures for animal pest exclusion
• Procedures for cancelling operations due to weather

4.2 RMP emergency plans and procedures are developed, documented (if applicable), implemented, maintained, and included or referenced in the RMP. These plans and procedures address requirements in Applicable Laws (e.g., Emergency Action Plan (EAP), Fire Prevention Plan (FPP), the contract, and the RMP. Some plans and procedures may overlap with those in the EMP and/or PHP. Emergencies to be addressed include:
• Natural disasters (earthquakes, floods, tornados, hurricanes, etc.)
• Motor vehicle incidents
• Medical emergencies (visitors and employees)
• Fire (structural, motor vehicles, wildfires, etc.)
• Terrorism and law enforcement activities
• Accidents and fatalities (visitors and employees within park boundaries)

RMP Element 5 - Communication
The RMP must be effectively communicated internally to concession employees, and externally to park personnel, visitors, and to other parties that could be involved in the RMP.

Standards:
5.1 The RMP is available to staff and communicated throughout the concession organization so that personnel understand and can effectively implement the RMP.

5.2 The RMP addresses procedures for communicating hazards to visitors. The hazards may include:
• Activity-related hazards (e.g., white water rafting)
• Natural resource-related hazards (e.g., bears)
• Facility-related hazards and procedures (e.g., property evacuation maps)

5.3 Any visitor acknowledgment of risk is approved by the park. Waivers of liability are not used.
5.4 The concessioner’s risk emergency plans are coordinated and agreements in place with other applicable parties such as the NPS, other federal, state, or local emergency response agencies.

**RMP ELEMENT 6 - REPORTING**

As part of its RMP, the concessioner must develop and implement procedures for reporting internally within the concession organization, and externally to the park and other regulatory agencies.

Standards:

6.1 All documents, reports, monitoring data, manifests, notices and other documentation required to be submitted to regulatory agencies are submitted on time and in accordance with Applicable Laws. Copies of such communications are provided to the NPS in accordance with the contract. Additional plans, reports, and other documentation are submitted to the NPS in accordance with the contract and RMP.

6.2 Imminent danger and serious incidents are reported to the park in a timely manner in accordance with the contract and RMP.

6.3 Annual reports include internal, park, and other regulatory agency risk data, and are submitted to the NPS in accordance with the contract and RMP.

**RMP ELEMENT 7 – INSPECTIONS AND CORRECTIVE ACTION**

Concessioners must develop and implement safety inspection processes to identify risk management issues. Inspections must be conducted by persons trained and capable of recognizing and evaluating the applicable aspects of the operation. Inspections may be conducted for the concessioner by a qualified third party. Concessioners must also develop and implement a process for abating deficiencies identified through their inspection processes or by any regulatory agency.

Standards:

7.1 Safety inspections are conducted as required by Applicable Laws, specified in the contract and RMP, or as otherwise necessary to effectively manage operations safely. Formal and routine inspections are scheduled, conducted, and documented. The inspections are conducted by qualified personnel as described in the RMP.

7.2 Imminent danger, serious, and non-serious hazard deficiencies identified by internal or external inspections are analyzed, corrected, or mitigated within the contract or RMP required timeframes. Any deviations from these timeframes are accepted by the park and documented.

**RMP ELEMENT 8 – EMERGENCY INCIDENT INVESTIGATION AND ABATEMENT**

Concessioners must develop and implement procedures to address accidents/incidents as part of its RMP.

Standards:

8.1 Accidents/incidents are responded to in a timely and effective manner.

8.2 An investigation is conducted for every accident/incident.
  - The investigation includes an analysis to determine the cause.
  - Corrective action is taken to mitigate recurrences of the accident/incident.

**RMP ELEMENT 9 – MANAGEMENT REVIEW**

Concessioners must conduct a management review of the RMP at least annually to ensure its continued suitability, adequacy, and effectiveness. This review should consider performance against internal indicators such as health and safety goals and objectives. The review must also consider program failures that occurred during the year. The RMP must be modified to reflect any necessary changes to address any program gaps required.
Standards:

9.1 The RMP is reviewed at least annually, and updated as necessary.
   - The RMP review includes analysis of performance in each RMP element area to determine any systemic program failures (particularly failures that resulted in fatal or serious accidents/incidents or imminent danger hazard deficiencies) and non-compliance with Applicable Laws.
   - Systemic problems are addressed in RMP updates.

9.2 The initial RMP is submitted to the park within the contract specified timeframe for review, and is accepted by the park. Any subsequent documented RMP updates are submitted to the park for review and acceptance.

RMP Element 10 – Other Contract Requirements

In addition to the requirements outlined for other RMP elements, the concession contract may have additional risk management requirements in the contract, operating, or maintenance plans that are de facto standards.

10.1 Contract-specific safety and health requirements not otherwise addressed in the RMP standards are met.

Definitions

Applicable Laws: The laws of Congress governing the Area, including, but not limited to, the rules, regulations, requirements and policies promulgated under those laws (e.g., 36 CFR Part 51), whether now in force, or amended, enacted or promulgated in the future, including, without limitation, federal, state and local laws, rules, regulations, requirements and policies governing nondiscrimination, protection of the environment and protection of public health and safety.

Concession Contract: A binding written agreement between the NPS Director and a concessioner entered into under 36 CFR 51. It authorizes concessioners to provide certain visitor services within a park under specified terms and conditions. All NPS concessioners awarded concessions contracts that are based on the standard concession contract provisions published in the Federal Register on May 4, 2000 (65 FR 26051-26086: Part III, Department of the Interior, National Park Service, Standard Concession Contract; Revision; Notice), are required under Section 4 of the standard concession contract to prepare and submit an initial written RMP to the park within 60 days of the effective date of their concession contract for acceptance.

Deficiencies: Deficiencies are classified into one of three categories.
   - Imminent danger: A condition or practice with potential for loss of life or body part, permanent disability, and/or extensive loss of structure, equipment or material.
   - Serious hazard: A condition or practice with potential for serious injury or illness resulting in temporary disability or property damage that is disruptive, but less severe than imminent danger.
   - Non-serious hazard: A condition or practice with potential for minor non-disability injury or illness or non-disruptive property damage.

Emergency Action Plan (EAP): Emergency plan required under 29CFR 1910.38(a) to ensure visitor and employee safety. EAP emergencies include:
   - Natural disasters (earthquakes, floods, tornados, hurricanes, etc.)
   - Motor vehicle incidents
   - Medical emergencies (visitors and employees)
   - Fire (structural, motor vehicles, wildfires, etc.)
   - Terrorism and law enforcement activities
   - Accidents and fatalities (visitors and employees within park boundaries)
• Hazardous spills or releases

**Fire Prevention Plan (FPP):** Fire prevention plan required under 29CFR 1910.39 to address fire safety.

**Incident:** Incidents which must be reported to the park include:

• Fatalities
• Visitor incidents which could result in a tort claim against the United States
• Property damage incidents over $500
• Employee injuries requiring more than first aid treatment
• Any fire
• Motor vehicle accidents over $250
• Others as defined in the contract

**Timely:** The period of time reasonable under the circumstances. Corrective action for deficiencies is completed within the maximum time limits:

• Imminent danger: immediately
• Serious hazard: 15 days
• Non-serious hazard: 45 days
ATTACHMENT B-05

OZARK NATIONAL SCENIC RIVERWAYS

VISITOR ACKNOWLEDGEMENT OF RISKS EXAMPLE

In consideration of the services of ________________ their officers, agents, employees, and stockholders, and all other persons or entities associated with those businesses (hereinafter collectively referred to as (“ ________________”) I agree as follows:

Although ________________ has taken reasonable steps to provide me with appropriate equipment and skilled guides so I can enjoy an activity for which I may not be skilled, ________________ has informed me this activity is not without risk. Certain risks are inherent in each activity and cannot be eliminated without destroying the unique character of the activity. These inherent risks are some of the same elements that contribute to the unique character of this activity and can be the cause of loss or damage to my equipment, or accidental injury, illness, or in extreme cases, permanent trauma or death. ________________ does not want to frighten me or reduce my enthusiasm for this activity, but believes it is important for me to know in advance what to expect and to be informed of the inherent risks. The following describes some, but not all, of those risks.

[description of risks]

I am aware that ________________ entails risks of injury or death to any participant. I understand the description of these inherent risks is not complete and that other unknown or unanticipated inherent risks may result in injury or death. I agree to assume and accept full responsibility for the inherent risks identified herein and those inherent risks not specifically identified. My participation in this activity is purely voluntary, no one is forcing me to participate, and I elect to participate in spite of and with full knowledge of the inherent risks.

I acknowledge that engaging in this activity may require a degree of skill and knowledge different than other activities and that I have responsibilities as a participant. I acknowledge that the staff of ________________ has been available to more fully explain to me the nature and physical demands of this activity and the inherent risks, hazards, and dangers associated with this activity.

I certify that I am fully capable of participating in this activity. Therefore, I assume and accept full responsibility for myself, including all minor children in my care, custody, and control, for bodily injury, death or loss of personal property and expenses as a result of those inherent risks and dangers identified herein and those inherent risks and dangers not specifically identified, and as a result of my negligence in participating in this activity.

I have carefully read, clearly understood and accepted the terms and conditions stated herein and acknowledge that this agreement shall be effective and binding upon myself, my heirs, assigns, personal representative and estate and for all members of my family, including minor children.

______________________________________
Signature Date

Signature of Parent of Guardian, if participant is under 18 years of age

______________________________________
Signature Date
ATTACHMENT B-06
OZARK NATIONAL SCENIC RIVERWAYS
RENTAL AGREEMENT EXAMPLE

Date________________ No. ___________

EQUIPMENT RENTAL AGREEMENT
Business Name
Address, City, State, Zip
Phone

Name (Print): _______________________________________________________________________________
Street or Box No. ____________________________________________________________________________
City ______________________________________ State _______ Zip ___________________
No. of people in group (including children) _______________

WARNING OF RISK: WATER ACTIVITIES CAN BE DANGEROUS. FLOAT SAFELY.

Services Charged for:
Canoe Rental: No. Days_______ No. Canoes_______ Total $________
Tube Rental: No. Days_______ No. Tubes_______ Total $________
Cooler Tube Rental: No. Days_______ No. Tubes_______ Total $________
Kayaks Rental: No. Days_______ No. Kayaks_______ Total $________
Rafts Rental: No. Days_______ No. Rafts_______ Total $________
Equipment Rental: No. Cushions____ No. Life Jackets____
No. Paddles____ Other_________ Total $________
Private Canoe Hauling: No. Canoes____ Total $________
Car Shuttle and Drivers: No. Cars________ Total $________

Subtotal $________
Deposit $________
Balance Due $________

CANOE RENTAL INFORMATION:

<table>
<thead>
<tr>
<th>DATE</th>
<th>DAY OF WEEK</th>
<th>NO. CANOES</th>
<th>NO. PEOPLE</th>
<th>TIME</th>
<th>ACCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN</td>
<td></td>
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<tr>
<td>OUT</td>
<td></td>
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</tbody>
</table>

CAR SHUTTLE INFORMATION:
From__________To____________by Date_______Make of Car________Model Year____
Licence________ State______Extra Set of Keys_________Keys Placed at___________
No. Canoes in Party_________No. of People________No. of Days on River ____________

Special Instructions:

Canoe Numbers:

DEPOSIT RATES: Life Jacket…….$______ Paddle …….$______ Seat Cushion $______
Canoe ……….. $______ Tube……….$______ Other_______ $______

THERE WILL BE A $________ RETRIEVAL AND REPAIR FEE FOR LOST AND/OR DAMAGED RENTAL EQUIPMENT.

I ACKNOWLEDGE AND UNDERSTAND THE WARNING OF RISK PROVIDED AND THAT I AM RESPONSIBLE FOR EQUIPMENT RENTED.

Signature __________________________________________________________
ATTACHMENT B-08  
OZARK NATIONAL SCENIC RIVERWAYS  
VESSEL DECAL REPLACEMENT FORM

To: Superintendent, Ozark National Scenic Riverways, NPS  
Attn: Concessions  
Re: Request for replacement of vessel decals  
The following decals require replacement due to the noted circumstances:  
*Please list them below by decal number and indicate the reason for decal replacement.

<table>
<thead>
<tr>
<th>Old NPS Decal # needing replacement</th>
<th>Old Vessel Serial #</th>
<th>Vessel or Decal Damaged beyond repair</th>
<th>Vessel Lost or Stolen</th>
<th>Vessel Sold</th>
<th>Other</th>
<th>New Vessel Serial #</th>
<th>New NPS Decal Replacement # (for park use)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

☐ If missing, I have reported the stolen or lost vessel to a ranger.  
☐ The vessel was damaged in an accident and I have reported the incident to a ranger or to the concessions office at park headquarters, 573/323-4864.  

I certify that the vessel decals (by serial number) as described above have been removed and are no longer in service at Ozark National Scenic Riverways.

______________________________________________  ____________  
Name of Concession  Date  

______________________________________________  
(Signature)  
Other Comments:
ATTACHMENT B-09  
OZARK NATIONAL SCENIC RIVERWAYS  
VESSEL EXCHANGE REQUEST FORM

With the Superintendent’s approval, Concessioners may exchange one canoe for one kayak. Likewise, with the Superintendent’s approval, the Concessioner may exchange two canoes for one 4-6 person raft (up to 10% of total canoe allocation) or one Johnboat for one 4-6 person raft. In doing so, Concessioners must remove the NPS decal(s) from the vessel they wish to exchange and request replacement decal(s) for the new inventory item. To request this exchange please complete the following information and submit to:

Superintendent  
Ozark National Scenic Riverways  
PO Box 490, 404 Watercress Drive  
Van Buren, Missouri 63965

Date: __________________

To: Superintendent, Ozark National Scenic Riverways, NPS

Attn: Concessions Program

Re: Request to exchange one type of vessel for another.

I would like to request an exchange of the vessels listed below. The exchange will be from a:

- [ ] canoe to kayak (1 for 1)
- [ ] kayak to canoe (1 for 1)
- [ ] canoe(s) to raft (2 for 1)
- [ ] raft to canoe(s) (1 for 2)

*Please list them below.

<table>
<thead>
<tr>
<th>Old NPS Decal # on vessel to be exchanged</th>
<th>New NPS Decal Replacement # issued (for park use)</th>
<th>Cncs “House” # Only if utilized</th>
<th>Number of canoes in your inventory after requested exchange</th>
<th>Number of kayaks in your inventory after requested exchange</th>
<th>Number of rafts in your inventory after requested exchange</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

I certify that the canoe decals (by NPS serial number) as described above have been removed and are no longer in service at Ozark National Scenic Riverways.

(Name of Concession) __________________________ (Date) ________________

(Signature)

Other Comments:
## Vehicle, Vessels and Other Equipment Condition Assessment and Standards

<table>
<thead>
<tr>
<th>Vehicle Maintenance</th>
<th>Good Condition</th>
<th>Minimum Condition</th>
<th>Poor Condition</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment in sound mechanical condition</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance performed on a regular scheduled basis</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Maintained clean, good physical condition – interior and exterior</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Reasonably free of rust, chipped or discolored paint</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concessioner’s identifying information prominently displayed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance logs in place</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required safety equipment onboard, i.e., fire extinguishers, flares, first aid kit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park messages displayed, i.e., no glass, etc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other equipment - Canoe Trailers

- Adequately wired, lights clearly visible when loaded, tires with sufficient tread
- Frame structure adequate, trailer tongue equipped to prevent trailer loss/safety chains 3/16” or more
- Painted as required

### Regulations

- All applicable regulations are followed, license clearly visible, registration and proof of insurance documentation in place

### Rental Equipment

- Durable construction
- Maintained clean, good physical condition, free of major blemishes
- Vessel identification clearly marked on both sides as to ownership and authorized by NPS. Decal or painted format in good condition with no chipped, torn or faded paint or signs. Meets Coast Guard, State and local requirements and adheres to Ozark NSR decal program.
- Paddle blades - no major defects, shafts straight and true, no rotation on shaft, clearly marked as to ownership
- Floatation devices – coast guard approved, available in sufficient quantity, without torn straps, properly dried and reasonably clean, clearly marked as to ownership
- Chase Boats – sufficient number
ATTACHMENT B-12
OZARK NATIONAL SCENIC RIVERWAYS
GIFT SHOP MISSION STATEMENT

Purpose

The Current and Jacks Fork Rivers make up the Ozark National Scenic Riverways, the first national park area to protect a wild river system. The park’s purpose is based on the legislation establishing the Park and the legislation governing the National Park Service (NPS). As a place of national importance, Ozark National Scenic Riverways is to be managed to:

(a) conserve and interpret unique scenic and other natural values and objects of historic interest
(b) preservation of portions of the Current River and the Jacks Fork River as free-flowing streams, preservation of springs and caves and the management of wildlife
(c) provide for the use and enjoyment of the outdoor recreation resources

Ozark National Scenic Riverways’ gift shops assist the NPS in these three objectives by providing opportunities for visitors to purchase mementos of their Park visit, and by acting as an extension of the Park’s interpretive efforts. Gift shops allow visitors to take something of their Park experience with them when they leave by providing gifts and souvenirs that relate to the Park and regional resources. This merchandise has the potential to provide the visitor pleasant memories of his/her national park experience and produce further understanding of preservation and related environmental and cultural values.

The Concessioner will provide support to the Park’s interpretive program through its sales of gifts and souvenirs. This Statement is in addition to the requirements of the Contract and the Operating Plan for this Concessioner.

Themes

Primary Park-wide interpretive themes, as established by the NPS Interpretation Division, are natural resources, cave and spring geology and ecology, riparian and Ozark upland ecology, aquatic ecology, spring and river hydrology, inspiration and experience, Ozark history, archaeology, and river based recreational activities.

Some examples by theme, which are appropriate for use at Ozark National Scenic Riverways, are, but are not limited to:

1) Guides and maps of the area
2) Geology, ecology, and hydrology of the area
3) Natural environment
4) Biographies and autobiographies
5) United States history books
6) Ozark history and culture
7) River-based recreation
8) Craft books and cookbooks that highlight the local culture
9) Calendars that represent the park, the State of Missouri, or NPS
ATTACHMENT B-13

OZARK NATIONAL SCENIC RIVERWAYS
MONTHLY VESSEL/TUBE RENTAL REPORTING EXAMPLE

Please provide statistics by the **25th day of each month** to: Commercial Services Specialist Peggy Tarrence at email: peggy.tarrence@nps.gov; Fax at 573/323-8010; or via postal mail at Ozark National Scenic Riverways, NPS, Commercial Services Program, P.O. Box 490, Van Buren, Missouri 63965.

**Reporting Period:** *________________________*  
(Month/Date/Year to Month/Date/Year)

*Please use the date format indicated above; as exact dates are essential for statistical purposes.*

Concessionaire/Permittee:____________________________  Date of report completion:________________________

**Schedule M – Operational Statistics**

<table>
<thead>
<tr>
<th></th>
<th># of Monthly Trips</th>
<th># of Monthly Floaters/Riders</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A) CANOES:</strong> <em>(Schedule M – Operational Statistics, line 23)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Number of canoes/floaters on 1 day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
<tr>
<td>2. Number of canoes/floaters on 2 day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
<tr>
<td>3. Number of canoes on 3+ day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
</tbody>
</table>

**Total Number of RAFTS rented this month**

Trips _______  Monthly Raft Floaters _______

**B) KAYAKS:** *(Schedule M – Operational Statistics, line 24)*

<table>
<thead>
<tr>
<th></th>
<th># of Monthly Trips</th>
<th># of Monthly Floaters/Riders</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of kayaks on 1 day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
<tr>
<td>2. Number of kayaks on 2 day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
<tr>
<td>3. Number of kayaks on 3+ day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
</tbody>
</table>

**Total Number of KAYAKS rented this month**

Trips _______  Monthly Raft Floaters _______

**C) RAFTS:** *(Schedule M – Operational Statistics, line 25)*

<table>
<thead>
<tr>
<th></th>
<th># of Monthly Trips</th>
<th># of Monthly Floaters/Riders</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of rafts on 1 day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
<tr>
<td>2. Number of rafts on 2 day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
<tr>
<td>3. Number of rafts on 3+ day trips</td>
<td>Trips _______</td>
<td>Floaters _______</td>
</tr>
</tbody>
</table>

**Total Number of RAFTS rented this month**

Trips _______  Monthly Raft Floaters _______

**D) Number of TUBES/PERSONAL INFLATABLES rented this month** *(Schedule M – Operational Statistics, line 26)*

*Monthly Tube Floaters__________*

**E) Number of JOHNBOATS rented this month** *(Schedule M – Operational Statistics, line 28)*

*Monthly JB Floaters__________

**Total Monthly Floaters To Report ______________**

Signature or name of person compiling data: ___________________