

## **APPENDIX F**

### **Operations and Maintenance Plans Template**

# APPENDIX F

## Operations and Maintenance Plans Template

### Operations Plan

|    |                                                    |
|----|----------------------------------------------------|
| A. | Introduction.....                                  |
| B. | Management and Organization.....                   |
| C. | Season and Hours of Operation .....                |
| D. | Standards of Operation .....                       |
| E. | Specific Operating Standards and Requirements..... |
| 1. | Lodging.....                                       |
| 2. | Food and Beverage .....                            |
| 3. | Merchandising.....                                 |
| 4. | Campgrounds and RV Parks.....                      |
| 5. | Camper Service Facilities .....                    |
| 6. | Marina Services .....                              |
| 7. | Slip Rentals and Boat Storage.....                 |
| 8. | Rental Vessels.....                                |
| 9. | Fuel Docks .....                                   |
| F. | Concessionaire Review Program .....                |
| G. | Rate Determination and Approval Process .....      |
| H. | Advertising and Signs.....                         |
| I. | Lost and Found .....                               |
| J. | Safety, Sanitation, and Security .....             |
| K. | Taxes and Assessment .....                         |
| L. | Utilities.....                                     |
| M. | Complaints .....                                   |
| N. | Incident Reports.....                              |
| O. | Staffing and Employment .....                      |
| 1. | Concessionaire Hiring.....                         |
| 2. | Employee Housing.....                              |
| 3. | Training Program.....                              |
| P. | Vending and Ice Machines.....                      |
| Q. | Volunteers .....                                   |
| R. | Quiet Hours.....                                   |
| S. | Reservations.....                                  |

## Maintenance Plan

- A. Introduction.....
- B. Concessionaire Responsibilities.....
  - 1. General Maintenance Responsibilities
    - a. Codes
    - b. Painting
    - c. Interior Systems
    - d. Food Service.
    - e. Employee Housing
    - f. Fuel Storage Tanks; Fuel Dispensing
    - g. Signs
    - h. Snow Removal
    - i. Litter, Garbage, and Recycling
    - j. Grounds and Landscaping
    - k. Integrated Pest Management
    - l. Hazardous Trees
    - m. Vegetative Cuttings, Recycling
    - n. Resource Protection and Site Restoration at Construction Sites.
    - o. Roads, Trails, Parking Areas, Beaches and Walkways
    - p. Docks, Slips, and Moorings
    - q. Campground, RV, and Trailer Pads
    - r. Utility Systems
  - 2. Exterior Maintenance.....
    - a. Roofs
    - b. Gutters, Downspouts, and Roof Drains
    - c. Doors and Windows
    - d. Siding
    - e. Structural Ventilation
    - f. Foundations and Exterior Walls
    - g. Electrical Systems
  - 3. Interior Maintenance.....
    - a. Painting
    - b. Heating, Ventilating, and Air Conditioning Units
    - c. Fire Protection Systems
    - d. Safety Equipment
    - e. Floors and Floor Coverings
    - f. Furnishings and Fixtures
- C. Maintenance Inspection Schedule